Program for Transportation of the Mobility Disadvantaged in Rural Manitoba

A Study of User Needs and Benefits

Manitoba
Highways and
Transportation

PROGRAM FOR THE TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN RURAL MANITOBA

A STUDY OF USER NEEDS AND BENEFITS

BY DAN KELLY AND ANITA SWIDERSKI

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EXECUTIVE SUMMARY

1. The Department of Highways and Transportation has undertaken a survey of user needs and benefits of the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba. This program was established in 1981 to provide assistance to rural Manitoba communities wishing to establish handivan programs. An eligible user of the handivan is a person:

> "Who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable without special facility or planning or design to utilize the available transportation facilities."

This program recognizes the unique needs of rural communities and provides flexible assistance to meet those needs.

2. Seven communities were chosen from the 33 participants in this program. These were Brokenhead (Beausejour), Boissevain, Gimli, Neepawa, Souris, Winkler and Winnipegosis. 458 questionnaires were sent to users of the handivans in these communities. 398 questionnaires were sent to potential users who are eligible to use the handivan but for one reason or another do not.

3. Continuing Care Coordinators and administrators/drivers of handivans and mayors of the communities were also surveyed to discover their opinion on how communities benefit from the handivan.

4. A response rate of 47% of users and 49% of potential users was obtained and used as a basis for this analysis.

5. The average handivan user appears to be female an over the age of 65. The user usually has some form of impairment, likely physical or visual and may require some form of mobility aid. The average user lives alone in either a single family home, or elderly persons housing. The majority of users are retired with an average total family income of $10,757 per year.

6. The average potential user could be either male or female, and is slightly older than the average handivan user. The potential user is less likely to have an impairment or require a mobility aid. The average potential user is more likely to live with one other person and to live in a single family home. The majority of potential users are retired with an average total family income of $15,915 per year.

7. The operation of the handivan program in the seven communities cost the provincial government $75,600 in operating grants in 1987/88. This represents approximately 36.8% of the costs of providing service to the seven communities under study. User fees of $67,142 were collected in these communities representing 32.7% of the cost of providing this service. The remaining 30.5% of the funding is raised from the municipal governments, interest, private donations, and donations from other agencies. Many communities have been very successful in collecting donations, decreasing the share the municipal governments must sponsor. In 1987 the cost of providing handivan service to the communities under study is $205,581.

8. As most of the benefits of the handivan are improvements to the quality-of-life of those availing themselves of the program, dollar values are difficult to obtain. For those that are possible to determine a dollar figure, this is a subjective interpretation based on opinion.

9. A summary of the handivan user and potential user surveys is located at the end of the Executive Summary. Some interesting comparisons between users and potential users are shown below. These hint at greater health problems of handivan users compared to the more independent group of potential users.

- 75% of the users are female compared to 52% of the potential users.
- 56% of the users are age 75 and over compared to one half of the potential users.
- 80% of the users have an average family income of $12,000 or less compared with 48% of the potential users.
- 65% of the users live alone whereas 61% of the potential users live with one other person.
- 74% of potential users live in a single family dwelling compared with 42% of the users.
- 30% live in elderly persons housing and seniors residence compared with 19% of the potential users.
- Of the user groups, 33% have a visual impairment and 35% have a physical impairment. This compares with 13% and 10% respectively of the potential users.
- 79% of the potential users do not need a mobility aid compared to 50% of the users.

10. The quantifiable benefits appear to be the decreased need for admittance to personal care homes and increased local expenditure for businesses.

11. Many continuing care coordinators suggested that the handivan would not put off admission to personal care homes indefinitely, but may delay admission to these homes. From the survey results, 23 users would likely need to move into a personal care home if the handivan was not available. Multiplying the users needing to move by the annual cost of a personal care bed in their respective community, a figure of $360,128.25 is obtained. This is the approximate amount of money the government has saved on a yearly basis by allowing users to live in their own homes. This does not include the cost of building new personal care home beds as many of these homes are at or near capacity.

12. Another benefit that the dollar value was estimated was the extra consumer spending done as a result of the handivan in each community. Using the 1-2% of users average annual income, a total figure of $3,388.56 was obtained. This represents the extra spending that would not be done if the handivan were not available. It does not include the spending for staple goods done with use of the handivan, as these would be purchased regardless.

13. The majority of benefits attributed to the handivan are non-quantifiable in nature. These benefits include possible improvements road safety when elderly persons choose to use the handivan instead of driving themselves. 25% of the users no longer drive themselves in bad weather, in winter or at night. Users are less dependent on family and friends for transportation allowing a greater feeling of independence, ability to travel whenever the user wishes, and peace of mind and freedom for the family and friend of users.

14. Some users may not have been able to get out of the house at all without the handivan, and are now be able to attend activities they wish. Users may also be able to save money compared to other alternative means of transportation such as taxis, ambulances, paying friends/relatives to drive them, or even running their own vehicles (when fuel, insurance, and maintenance are considered).

15. The greatest benefits lie in the activities users attend with the handivan. By making users' activities more accessible or even allowing users to attend previously impossible ones, the handivan is filling a great need. Those using the handivan for Adult Day Care can improve their opportunity to meet and socialize with others, improve their nutrition, and decrease the likelihood of social isolation. Social isolation can lead to poor nutrition and neglect of social and medical needs. The handivan plays an important role in the Adult Day Care Program meeting its mandate.

16. Users also have a better opportunity to utilize available medical care. Many use the handivan for their regular doctor check-ups, dentist visits, operations and even appointments in out-of-town medical facilities. Previously users may have used the ambulance for these purposes, but now are able to leave the ambulance to handle life-threatening situations.

17. Some users also take the handivan to get to work or school. This not only improves financial well-being but provides the opportunity for social interaction. As many of those using the handivan for employment attend vocational rehabilitation centres such as Trainex or Arc Industries, they may also benefit from the feeling of self-worth the handivan allows.

18. Many users are better able to do their own personal business and shopping with the handivan. This allows them an increased feeling of independence and enjoyment in filling their own basic personal

needs. Those using the van for visiting benefit from not being confined to their home and independently visit whomever they wish, whenever they wish.

19. Many use the van for recreational purposes such as attending the Seniors Drop-In Centre in their community. Here they can spend time with peers, play games, do crafts, and possibly enjoy congregate meals. This too can decrease the possibility of social isolation. Some use the van to go on trips out of town. Occasionally trips can be arranged using the van to come to Winnipeg, attend local fairs, picnics, and concerts, or even just sight-seeing in the countryside. Often the handivan is used to take the mobility disadvantaged to the bus station to go out of town. Many use the handivan to go to church and church related activities improving their religious practice.

20. Many users replied that the handivan often helps users to maintain their independent living status. They may be able to stay in their own homes for a longer period of time if they can use the handivan to get around.

21. Many users felt that without the handivan they would need to rely on others for their transportation needs. 7% felt they would rely on their spouse, 47% said a relative would drive them, and 50% said a neighbor or friend would drive them. Many of the comments volunteered by users also centred around reliance on others for transportation. 25% of all the comments given made the point that the handivan allows users to feel less dependent on family and friends for transportation. Many users do not wish to rely on family and friends but feel they have no alternative. The mobility disadvantaged person may not wish to burden the relative or friend and may not get out as much as he/she would like. The handivan is truly assisting its users by allowing them a greater feeling of independence.

22. Potential users also benefit from the knowledge that the handivan will be available in their community should their circumstances change and are without alternative forms of transportation. A significant finding came from a question which was not asked. 27% of potential users volunteered comments to the effect that they could foresee the time when they would need to use the handivan.

23. Many users noticed marked improvements in their independence, ability to get around, social activities, health care, employment, education and religious practice since they have used the handivan. These improvements greatly outweigh the benefits to which dollar-figures are attached.

24. Combining the $360,128.25 saved by assisting users to remain in their own homes rather than personal care homes with the $3,388.56 in extra spending in local business, the figure of $363,516.81 in estimating savings is obtained. This is the quantifiable benefit of the handivan. This estimated savings is greater than the $205,581 total cost of providing handivan service to the seven communities under study. When the many non-quantifiable benefits are considered, it is obvious that the program is more than paying for itself. The benefits greatly outweigh the cost of $75,600 to the provincial government in form of annual operating grants.

The benefits associated with the provision of handivan service to the communities under study greatly outweigh the costs associated. The provincial government and all parties involved including the federal government for capital grants awarded to some Manitoba communities are obtaining very good value for the dollars they have invested. The effects on the lives of users have been quite dramatic and the vast majority are very pleased with their service.

The philosophy of allowing the community to decide how to operate their service based on their resources available is economical and optimally meets the needs of its users. The Program for Transportation of the Mobility Disadvantaged in Rural Manitoba is greatly assisting to improve the quality-of-life of many Manitobans.

SUMMARY OF HANDIVAN SURVEY

Questionnaires	Sent Out	% Returns
Users	458	46.5%
Potential Users	398	48.5%
TOTAL	856	47.4%

	Users	Potential Users
1. % Female	75%	52%
2. Age 75+	56%	50%
Age 65+	79%	87%
3. Annual Family Income		
$8,000 or less	48%	22%
$12,000 or less	80%	48%
Average	$10,757	$15,915
4. Live Alone	65%	34%
Live with One Other	25%	61%
5. Housing - Single Family	42%	74%
- Apartment	11%	4%
- Elderly Persons Housing & Seniors Residence	30%	19%
- Personal Care Homes	9%	1%
- Group Home & Other	8%	2%

		Users	Potential Users
6.	Means of Transportation:		
	Drive Myself	12%	63%
	Spouse Drives	7%	28%
	Relative/Neighbor	97%	36%
	Walk	0%	48%
	Wheelchair	9%	4%
	Ambulance	10%	0%
7.	Drivers - no longer drive in bad weather, at night, in winter	25%	Question not asked
	- never drive	50%	Question not asked
8.	Occupation - working or seeking work	15%	5%
	- retired	68%	84%
	- homemaker	14%	19%
9.	Impairments - hearing	25%	25%
	- visual	33%	13%
	- physical	35%	10%
	- forgetfulness	25%	15%
	- none of the above	22%	46%
	- other	6%	10%

10.	Mobility Aids - do not need	50%	79%
	- use cane	28%	19%
	- use walker	12%	4%
	- use wheelchair	26%	6%

11. Easier to get around with handivan?

- Yes	98%	31%
- No	2%	57%
- Unsure	Question not asked	12%

12. Trips/Month before Handivan:

	Users		Potential Users
	Before Handivan	After Handivan	Before Handivan
Medical Appointments	10%	10%	4%
School	1%	1%	0.2%
Work	10%	20%	5%
Adult Day Care	6%	12%	0.8%
Shopping or Personal Business	21%	15%	31%
Church/Religious Activities	13%	8%	12%
Visiting	14%	10%	17%
Recreation & Social Groups	17%	19%	27%
Congregate Meals	6%	5%	3%

13. Are fares reason for not using:

- Yes	Question not asked	8%
- No	Question not asked	79%
- Unaware of Fares	Question not asked	13%

14. Handivan worth fares charged

- Yes	93%	Question not asked
- No	7%	Question not asked

15. Types of Activities:

	Users	Potential Users
	is easier to get to	would be easier to get to
Recreation - Socials - Seniors Centres	28%	52%
Doctor - Medical Appointments	15%	46%
Church	6%	28%
Shopping	13%	43%
School	0.6%	2%
Business - Meetings	2%	2%
Adult Day Care	11%	2%
Child Day Care	0.6%	0%
Work	3%	2%
Trips - Out of Town	2%	15%
Visiting	10%	17%
Personal - Bank - Hair Salon - Post Office	5%	17%
Bus Depot	3%	0%

16. Problems in arranging trips:

Never tried	Question not asked	59%
Prefer present transportation	Question not asked	44%
Busy Phone Line	4%	2%
Not at time wanted	12%	7%
Refused a ride	1%	1%
Handivan was late	9%	1%
Did not arrive	4%	1%
Hours of operation not suitable	10%	6%
Not as far as wanted to go	3%	1%
No problems	82%	17%

17. Problems with service:

Too hot in summer	10%	Question not asked
Too cold in winter	2%	Question not asked
Difficult to get in and out	3%	Question not asked
More Driver Training	3%	1%
Handivan Uncomfortable	4%	1%
No Problems	82%	17%

18. Will use handivan in future. 27%
(Note: Not asked as a question but information volunteered)

1. INTRODUCTION AND METHODOLOGY

1.1 OBJECTIVES OF STUDY:

The Department of Highways and Transportation has undertaken a study of the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba. This involves surveying users of the handivan services to determine how their needs are being met and what types of benefits are provided through use of the handivan. The objectives of this study are:

1) To determine the extent to which the handivan service meets the transportation needs of the mobility disadvantaged in Rural Manitoba,

2) To determine the benefits to communities of establishing mobility disadvantaged transportation services in relation to the cost to the community and to the province of providing this service,

3) To determine the extent to which the service offered may be improved within existing financial resources,

4) To review the direct and indirect real and social costs and benefits of providing the program,

5) To assess the extent to which costs are reduced of providing other essential government services, and

6) To determine how the program improves the quality of life of those availing themselves of the program.

1.2 PROGRAM DESCRIPTION:

The Program for Transportation of the Mobility Disadvantaged in Rural Manitoba was started in 1981 to provide assistance to rural Manitoba communities wishing to establish handivan services. This program deals with small rural communities in Manitoba, with an average catchment area of 5200 people.

In Manitoba, about 12½% of the population is aged 65 and over. But in the rural communities the proportion is typically much higher. In the seven rural communities under this study, approximately 24% of the population is over the age of 65.

Most rural Manitoba communities are too small to support public transportation services such as taxis. This limits transportation choices of mobility disadvantaged persons to either operating their own vehicles or relying on friends and relatives.

The program relies on a community's initiative to develop a transportation service for its mobility disadvantaged citizens. As the community knows best what its needs are, it is in the best position to meet those needs within available resources. This is the general philosophy of the program.

In keeping with this philosophy, the program requires that one municipal government sponsor the local handivan service. The provincial government provides three forms of grants to assist the municipal governments with their handivan service. A one time start up grant of $6,000 is available to minimize cash flow problems during the initial operation period. A capital grant is also available for the acquisition of capital assets such as a handivan. This amounts to 50% of the cost of the asset to a maximum of $10,000. This grant is not available for a replacement vehicle but is available for an additional vehicle if the service grows to the point where two or more vehicles are required. Finally, an annual operating grant of 37½% of the gross operating expenses to a maximum of $20,000 a

year is provided. This grant is intended to assist in covering the costs of operating the service.

The community is responsible for the remaining 62½% of the funding needed to cover the cost of the services, so it is free to run the service in any manner it wishes. The program suggests that 25% of these costs be provided through user fees. The communities are free to establish these fees at any level they feel appropriate.

The main stipulation is that the handivan service be made available to all eligible users without regards to membership or residence. An eligible user is a mobility disadvantaged person:

> "... Who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable without special facility or special planning or design to utilize the available transportation facilities."

Other stipulations include that the service must be available to the community for a minimum of 40 hours within a 7 day period. This does not mean that the service must operate all of the time if there are no users, but it should be available if required. Further, the service must be available to community visitors on the same basis as it is to local residents.

The transportation needs of each community are unique and are an important consideration in establishing a transportation service of the mobility disadvantaged. A service may run with strictly volunteer drivers or by employees attached to hospitals or personal care homes. In communities where the van is in use for most of the day, it may be necessary to hire staff directly or contract the operation to other transportation services. Another alternative method is to use a combination of paid and volunteer services. The community is free to chose any type of system it wishes based on the resources available.

1.3 SAMPLING FRAMEWORK:

In 1988, the year of this study, a total of 33 communities participate in the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba. A sample of 7 areas was chosen to represent the total participating communities in southern Manitoba (ie. excluding The Pas and Thompson). This sample consists of Brokenhead (Beausejour), Boissevain, Gimli, Neepawa, Souris, Winkler, and Winnipegosis. It was felt that the most frequent trip purposes (Table 1) would be reflective of the needs of that particular community. Boissevain, Neepawa and Winnipegosis were chosen because of their high usage of handivan for quality of life purposes (eg. visiting and recreation). Beausejour and Souris were chosen for their high percentage use for medical care and Adult Day Care. Gimli was chosen to represent an area having a high usage for employment and school. Winkler was selected to represent a community with usage fairly equal to average for all major trip purposes.

TABLE 1

Percentage of Trips by Trip Purpose
Operating Data 1987

Community	Employment/ School	Medical/ Adult Day Care	Shopping/Visiting/ Recreation/Other	Number of Trips
Brokenhead	24.7	65.9	9.4	4,514
Boissevain	3.9%	14.7%	81.6%	4,858
Gimli	45.9	30.3	23.8	14,150
Neepawa	13.3	38.4	48.3	5,156
Souris	0	93.5	6.5	3,952
Winkler	30.9	28.5	40.6	5,277
Winnipegosis	25.4	9.5	65.1	2,213
Average of 33 Participating Communities	33.6	31.1	35.3	3,486

To determine user needs and benefits of the handivan, it was decided to survey the users of the handivans in the communities under study. It was hoped to learn from the users what types of activities they use the handivan for, and what alternatives they have using the handivan. It was also hoped to discover if they have had any problems in using or arranging to use the handivan and how they felt about the fares charged. The handivan may have allowed users to decrease the driving they may have had to do previously. Activities the users attend may have become more accessible and the handivan may allow users to participate in activities they could never have before. These activities may provide many benefits to users ranging from quality of life improvement, to cost-savings with use, to allowing users to earn an income. The handivan may have also allowed users to remain in their own homes for a longer period of time. This may have helped to reduce the users' need to be admitted to a personal care home or other form of residence.

The benefits of the handivan are not confined to those who use it. Potential users - those who are eligible to use the handivan but for one reason or another are not using it - are another important source of information. It may be learned from potential users what alternative means of transportation to the handivan are available, how they perceive users of the handivan, and reasons why they are not using it. They may also benefit from knowing that the handivan will be available should their circumstances change and they are left without alternative means of transportation.

It was also decided to survey continuing care coordinators in the communities under study to discover their opinion on how communities benefit from handivan and how the service may assist other government bodies in reaching their mandates. It was also hoped to learn if the handivan allowed any cost savings in providing other essential government services.

Another important source of information are the administrators of the handivan service and the drivers of the vans themselves. Besides learning of their perception of how the community benefits, it was also hoped to discover if any need existed for specialized driver training to be made available to handivan drivers. The drivers and administrators are also an excellent source to learn of methods of dealing with complaints, and any benefits the handivan allows local businesses.

The mayors of the individual communities under study were polled to learn of the benefits the handivan provides to the community as a whole. As many mayors are businessmen themselves, they likely have a feeling for the handivan's contribution to local businesses in the community.

1.4 DATA COLLECTION:

A mail-out method was used for each of the four types of surveys (i.e. user, potential user, continuing care, and driver/administrator), while the mayors were polled over the telephone. The mail-out method was chosen to allow enough time for responders to carefully think about and answer each question. Both user and potential user surveys were typed in large print to make it easier for the elderly and visually impaired respondents to read. A cover letter was sent to each respondent along with a questionnaire and a stamped, self-addressed envelope. The letter explained the nature of the survey, assurance of confidentiality, and the importance of respondents cooperation. Copies of the cover letters and questionnaires are exhibited in Appendices A and B of this report.

A letter was sent to a handivan administrator in each community requesting a mailing list for the user survey. Where a list was not available, copies were sent to a contact person to distribute directly to users on our behalf. Approximately 22% of the 494 user surveys were distributed directly through a contact person. The remaining 78% were distributed by mailing lists. Only one community's user surveys were sent out using a combination of these approaches.

To distribute the potential user surveys, consideration was given to requesting the Continuing Care Coordinator in each community to provide a list of potential users from their caseload. However this approach was rejected because of confidentiality considerations. A more informal approach was chosen by asking a contact person in the Seniors Drop-In Centre in each community to distribute surveys to members they felt would be eligible to use the handivan. In some communities, the administrators of the handivan were able to provide a list of people who they felt were eligible to use the service, but for one reason or another were not using it. One community's potential user surveys were sent strictly using a list, and two others were sent using a combination of distribution through the Seniors Drop-In Centre and mailing lists.

There was some concern that distributing the surveys through Seniors Drop-In Centres would leave out a portion of the population that are mentally or physically handicapped but not elderly. Discussions with the Mental Retardation/Vocational Rehabilitation (MR/VR) coordinators revealed that since many of their clients are mentally handicapped they would be unable to accurately complete the survey. As a result of this it was decided to focus the potential user survey on the seniors.

1.5 SURVEY RESPONSE RATE:

Table 2 shows the response rates for the user and potential user surveys. These rates are a conservative estimate as the total number of questionnaires mailed out included questionnaires which were returned because the addressee was deceased, moved or non-users. Reasons for non-response are shown in Table 3.

TABLE 2

Response Rates
for User and Potential User Surveys

	User Survey	Potential-User Survey
Total #Questionnaires mailed	494	404
Total #Questionnaires completed	213	193
Percentage Rate of Response	43%	48%

Several factors may be relevant in explaining the number of non-responses in both surveys. First, the third parties that distributed the surveys on our behalf had to estimate the number of questionnaires they felt were needed in the community. However, not all of these surveys may have reached the users or potential users intended because of overestimation of surveys needed or the lack of time needed for distribution. Second, the contact people in the Seniors Drop-in Centres had to make a judgement of who they felt may be eligible for the potential user survey. There is the possibility that these candidates may not have been eligible due to the subjective nature of the definition. Third, user lists may also be subject to a degree of error as some candidates may have never been users, are no longer users, or may be deceased. Fourth, as the survey was confined to the summer months candidates may have been unable to respond while on vacation. Fifth, the majority of users and potential users are either elderly or have some form of disability and may have been unable to accurately answer the survey. The reasons for their difficulty in responding may be attributed to the length of the survey, language barriers for those whose first language is not English, and problems in understanding the questions.

Despite the difficulties encountered, the response rates should be adequate for the purposes of this study. However the reader is cautioned that the responses to individual questions may not be entirely representative of the mobility disadvantaged population in rural Manitoba.

TABLE 3

Reasons for Non-Responses

Reason	User	Potential User
Moved/Could not locate	15	1
Refused, no reason given	1	0
Deceased	2	0
Incomplete Questionnaire	23	4
Questionnaire not Returned	240	206
Total number of Non-responses	281	211

2. DEMOGRAPHIC CHARACTERISTICS:

2.1 GENDER:

As evidenced in Table 4, there are proportionately more female users of the handivan service in the communities studied. As the 75% of female users seemed to be a little high, it was decided to contact handivan administrators to confirm this finding. Each administrator was asked whether the male to female ratio of handivan users in his/her specific community seemed to be representative. In each case, the administrator confirmed the findings except in Beausejour with 67% male users, and 33% female users.

A possible reason for the discrepancy in Beausejour is that the nine respondents may not be representative of all users in the community. But the administrator did say that a higher than average number of males use the handivan to attend Arc Industries. The administrator felt that a 1:1 male to female ratio would be more representative. As this new ratio changed the weighted average by only 1% for both males and females, the original findings were left unchanged.

Table 5 reveals that the male to female ratio for potential users is near 1:1. However, this ratio is subject to wide variations in individual communities, ranging from Brokenhead with 68% female potential users to

91% male potential users in Winkler. These variations may be attributed to the responses received. Also, in many cases where two copies were sent to a married couple, only the male would respond. The number of instances where this occurred could not be confirmed.

TABLE 4

MALE TO FEMALE RATIO OF USERS UNDER STUDY AREA

	% OF MALES	% OF FEMALES	TOTAL RESPONDING
Brokenhead (Beausejour)	67%	33%	9
Boissevain	10%	90%	30
Gimli	25%	75%	60
Neepawa	12%	88%	34
Souris	37%	63%	19
Winkler	27%	73%	41
Winnipegosis	38%	62%	16
Total	25%	75%	209

TABLE 5

MALE TO FEMALE RATIO OF POTENTIAL USERS UNDER STUDY AREA

	% OF MALES	% OF FEMALES	TOTAL RESPONDING
Brokenhead (Beausejour)	32%	68%	34
Boissevain	56%	44%	81
Gimli	33%	67%	3
Neepawa	41%	59%	17
Souris	41%	59%	17
Winkler	91%	9%	11
Winnipegosis	38%	63%	24
Total	48%	52%	187

2.2 AGE:

As shown in Table 6, 78% of handivan users are 65 years of age or over. This figure is not surprising, as 74% of person trips in 1987 for the 29 participating communities were for those over 65 years old. The 74% figure was obtained by multiplying the number of person trips by an estimate given by the handivan administrator of the number of trips for those over 65. The weighted average percentage of person trips for those over 65 years old, when limited to the seven communities under study, is 83%. As both of these percentages are fairly close to the 78% figure obtained under this study, one may be quite confident in its reliability. This might reflect the fact that the percentage of people over 65 is generally higher in rural communities than urban areas. Also, many people in their senior years retire from the farm, or home in outlying rural areas and move into the towns. One possible reason for this move may be their lack of transportation, which can be provided by the town's handivan.

But not all handivan users are over 65. Gimli, in particular had a higher than average (44%) percentage of trips for those under the age of 65. This may be due to the large number of people using the handivan for employment and school. Some of the trips for employment may have been to vocational rehabilitation centers such as Arc Industries.

Table 7, shows that 87% of potential handivan users are 65 years of age or over. This is in line with what would be expected as many of the potential user surveys were distributed through Seniors Drop-in Centers. In those communities where a list was acquired, this list was subject to the contact person's interpretation of eligibility, which would likely include a high percentage of elderly.

As can been seen from Table 7, Souris shows the highest percentage of potential users under the age of 65. Since these surveys were distributed on our behalf by a continuing care coordinator and not through any seniors

organization, this may account for the higher number of respondents (12%) aged 20-44 in Souris.

Due to the problems of reaching the younger potential users, who may be mentally or physically handicapped, it was decided to focus the potential user survey on eligible seniors. This is likely to be the main reason for the higher percentage of those over 65 compared to the user survey.

TABLE 6

% AGE BREAKDOWN OF USERS UNDER STUDY AREA

	0-19	20-44	45-54	55-64	65-74	75+	TOTAL RESPONDING
Brokenhead (Beausejour)	0%	0%	0%	11%	22%	67%	9
Boissevain	0%	0%	0%	0%	17%	83%	30
Gimli	0%	22%	5%	17%	30%	27%	60
Neepawa	0%	3%	3%	3%	15%	76%	34
Souris	0%	5%	0%	5%	16%	74%	19
Winkler	2%	5%	0%	12%	27%	54%	41
Winnipegosis	0%	0%	6%	31%	31%	31%	16
Total	1%	8%	2%	11%	23%	55%	209

TABLE 7

% AGE BREAKDOWN OF POTENTIAL USERS UNDER STUDY AREA

	0-19	20-44	45-54	55-64	65-74	75+	TOTAL RESPONDING
Brokenhead (Beausejour)	0%	0%	0%	6%	29%	65%	34
Boissevain	0%	1%	1%	19%	39%	40%	80
Gimli	0%	0%	0%	0%	33%	67%	3
Neepawa	0%	0%	0%	0%	35%	65%	17
Souris	0%	12%	0%	18%	35%	35%	17
Winkler	0%	0%	0%	8%	38%	54%	13
Winnipegosis	0%	0%	0%	0%	42%	58%	24
Total	0%	2%	1%	11%	37%	50%	188

2.3 TYPE OF RESIDENCE:

Approximately 42% of handivan users live in a single family home or farm, with an additional 11% living in an apartment (see Table 8). Many other users (30%) live in some form of elderly persons housing or seniors residence. Another 9% live in a personal care home, and 7% live in a group home. (A group home is a congregate care facility with care and supervision provided on site - many of the residents are mentally handicapped).

On the potential users side, approximately 75% live in a single family home or farm, with an additional 4% living in an apartment. (See Table 9). The percentage living in elderly person's housing or seniors residences is lower (18%) than users. Only 1% live in a personal care home, and another 1% live in a group home.

It should be noted that a higher percentage of potential users live in their own homes or apartments compared to users. There are also a higher percentage of users living in a personal care home, elderly persons housing, or group home than potential users.

A difficulty encountered was that the question relied on the respondent's interpretation of the types of residence given. The distinction between apartments, elderly person's housing, personal care homes, and group homes may not have been obvious to the respondent.

It was found that 65% of the users surveyed live alone, with another 25% living with one other person. Only 9% live with two or more other people. However, only 34% of potential users live alone, with 61% living with one other person. The additional 5% of the potential users live with two or more other people. Those living with one other person likely live with their spouse, while those living in a personal care home, group home or elderly persons housing likely live alone for purposes of this study.

TABLE 8

% RESIDENCE BREAKDOWN OF USERS UNDER STUDY AREA

	SINGLE HOME OR FARM	APT.	ELDERLY PERSON'S HOUSING	PERSONAL CARE HOME	GROUP HOME	OTHER	TOTAL RESPONDING
Brokenhead (Beausejour)	0%	0%	78%	22%	0%	0%	9
Boissevain	39%	24%	34%	3%	0%	0%	29
Gimli	52%	10%	28%	0%	10%	0%	60
Neepawa	26%	11%	43%	20%	0%	0%	35
Souris	63%	0%	11%	26%	0%	0%	19
Winkler	47%	15%	29%	5%	2%	2%	42
Winnipegosis	31%	0%	0%	19%	50%	0%	16
Total	42%	11%	30%	9%	7%	1%	210

TABLE 9

% RESIDENCE BREAKDOWN OF POTENTIAL USERS UNDER STUDY AREA

	SINGLE HOME OR FARM	APT.	ELDERLY PERSON'S HOUSING	PERSONAL CARE HOME	GROUP HOME	OTHER	TOTAL RESPONDING
Brokenhead (Beausejour)	35%	0%	65%	0%	0%	0%	34
Boissevain	94%	2%	0%	0%	2%	1%	81
Gimli	67%	33%	0%	0%	0%	0%	3
Neepawa	53%	12%	35%	0%	0%	0%	17
Souris	88%	0%	12%	0%	0%	0%	17
Winkler	46%	23%	23%	8%	0%	0%	13
Winnipegosis	88%	0%	4%	4%	0%	4%	24
Total	75%	4%	18%	1%	1%	1%	189

2.4 IMPAIRMENTS/MOBILITY AIDS:

In order to determine the type of problems typical of many of the mobility disadvantaged, it was decided to ask users and potential users of their impairments and the mobility aids that they may require. Of the 82% of users responding to the impairment question (see table 10), 22% stated they had no form of impairment. Many respondents revealed multiple impairments, but very few (6%) responded to the 'Other' category. 25% said they have a hearing impairment, 33% have a visual impairment, 35% have some form of physical handicap, and 25% have forgetfulness such as Alzheimer's disease. When asked if they require a mobility aid (see table 11), 50% of users said they did not require such an aid. 28% said they require a cane, 12% need a walker, and 25% use a wheelchair. Many of the 83% responding to this question indicated they use a combination of these types of aids to get about.

Of the 74% of potential users responding to the impairment question (see table 12), 46% stated they have no form of impairment. 25% of potential users have a hearing impairment, 13% have a visual impairment, 10% are physically handicapped, and 15% have forgetfulness. The remaining 10% responding to the 'Other' category might include such ailments as arthritis, asthma, back problems, etc. A total of 79% of potential users revealed they do not require an aid to get about (see table 13). 19% said they use a cane, 4% need a walker, and 6% use a wheelchair.

The impairment question relies on the readers interpretation of the severity of the ailment. Respondents may have interpreted a hearing impairment as being slightly hard of hearing, to wearing a hearing aid, to being totally deaf. Many respondents appear to have interpreted visual impairment as simply wearing prescription glasses. Forgetfulness is also open to subjectivity. Many people may be slightly forgetful without it ever becoming a problem.

Many respondents who have left these two questions blank may have actually meant that they have no impairments and do not require a mobility aid. Also, they may have not responded due to the sensitive nature of these questions.

Due to the problems in judging the severity of impairments and difficulties with interpreting the question, the results may not be entirely accurate. The reader is cautioned when examining the results of the impairment and mobility aids questions.

TABLE 10

% IMPAIRMENT BREAKDOWN OF USERS UNDER STUDY AREA

	HEARING	VISUAL	PHYSICAL HANDICAPS	FORGET-FULNESS	NONE OF THE ABOVE	OTHER	TOTAL RESPONDING
Brokenhead (Beausejour)	71%	43%	57%	43%	0%	0%	7
Boissevain	38%	29%	17%	25%	29%	4%	24
Gimli	20%	26%	35%	19%	33%	5%	43
Neepawa	21%	34%	38%	21%	31%	3%	29
Souris	26%	53%	53%	37%	5%	0%	19
Winkler	19%	33%	33%	25%	19%	6%	37
Winnipegosis	19%	31%	31%	31%	0%	13%	16
Total	25%	33%	35%	25%	22%	6%	175

TABLE 11

% MOBILITY AID BREAKDOWN OF USERS UNDER STUDY AREA

	DO NOT REQUIRE AID	CANE	WALKER	WHEELCHAIR	TOTAL RESPONDING
Brokenhead (Beausejour)	83%	0%	17%	67%	6
Boissevain	56%	33%	7%	7%	27
Gimli	58%	30%	5%	15%	53
Neepawa	33%	33%	19%	30%	27
Souris	26%	32%	21%	58%	19
Winkler	52%	26%	16%	26%	32
Winnipegosis	62%	8%	15%	23%	13
Total	50%	28%	12%	25%	177

TABLE 12

% IMPAIRMENT BREAKDOWN OF POTENTIAL USERS UNDER STUDY AREA

	HEARING	VISUAL	PHYSICAL HANDICAPS	FORGET-FULNESS	NONE OF THE ABOVE	OTHER	TOTAL RESPONDING
Brokenhead (Beausejour)	33%	14%	10%	29%	29%	14%	58
Boissevain	16%	12%	3%	10%	66%	9%	21
Gimli	50%	50%	0%	0%	0%	0%	2
Neepawa	33%	7%	13%	13%	29%	13%	15
Souris	13%	6%	31%	6%	50%	0%	16
Winkler	88%	13%	0%	25%	13%	0%	8
Winnipegosis	18%	23%	14%	23%	41%	14%	22
Total	25%	13%	10%	15%	46%	10%	142

TABLE 13

% MOBILITY AID BREAKDOWN OF POTENTIAL USERS UNDER STUDY AREA

	DO NOT REQUIRE AID	CANE	WALKER	WHEELCHAIR	TOTAL RESPONDING
Brokenhead (Beausejour)	59%	41%	4%	7%	27
Boissevain	96%	4%	1%	0%	71
Gimli	33%	67%	0%	0%	3
Neepawa	69%	31%	6%	13%	16
Souris	63%	13%	19%	25%	16
Winkler	88%	25%	13%	0%	8
Winnipegosis	72%	28%	0%	5%	18
Total	79%	19%	4%	6%	159

2.5 OCCUPATION:

The majority (68%) of the handivan users are retired. Some, however, consider themselves a homemaker or retired and a homemaker (14%). Due to the high percentage of elderly among handivan users, only 13% are presently employed. This would include respondents working at vocational rehabilitation centers such as Arc Industries or Trainex. Gimli and Winnipegosis seem to have a higher than average percentage of people employed. This may be partially attributed to the rehabilitation centre in Gimli. The sample size in Winnipegosis does not appear large enough to make an accurate conclusion.

Since the proportion of elderly among potential users is higher than that of handivan users, more of potential users are retired (84%). Approximately 19% of potential users consider themselves a homemaker or retired and a homemaker. Due to the limited number of respondents under the age of 65, only 4% are presently working.

2.6 INCOME:

As many of the handivan users are over the age of 65 and retired, they may rely on their Old Age Security and other pensions for their income. Approximately 49% of all users answering the income question revealed that their income is under $8,000 per year (see table 14 for income breakdown). An additional 32% said their total family income is between $8,000 - $12,000 per year. The average income of all responding users is $10,757 per year (see table 16). This amount is significantly lower than the $30,630 per year for all Manitobans. It should be noted that only 67% of those answering the user survey answered the question regarding total family income, possibly due to the sensitive nature of this question.

The potential user survey revealed that 21% of those responding earned less than $8,000 per year, with an additional 24% earning between $8,000 - $12,000 per year. The remaining 54% earn in excess of $12,000

per year. (See Table 15 for exact income breakdown). The average income of all responding potential users is $15,915 per year, based on the 77% responding to this question (see table 16).

The potential users earn an average $5,158 per year more than handivan users. A possible reason for this difference may be that more of the potential users are living with another person. As the question asked for total family income, and most respondents would be receiving Old Age Security and other pensions, a dual household would obviously receive more than a single person. As previously stated, 65% of the users surveyed live alone, where only 34% of potential users live alone.

It should be noted that both users and potential users average annual income is significantly below the $30,630 level for all Manitobans. This is not surprising as most handivan users and potential users are over the age of 65, retired, and living in rural communities.

TABLE 14

% INCOME LEVEL BREAKDOWN OF USERS UNDER STUDY AREA

	>8000	8000-12000	12000-18000	18000-25000	25000-35000	35000+	TOTAL RESPONDING
Brokenhead (Beausejour)	0%	71%	14%	0%	14%	0%	7
Boissevain	41%	47%	0%	12%	0%	0%	17
Gimli	58%	26%	9%	4%	2%	0%	43
Neepawa	38%	44%	6%	6%	6%	0%	16
Souris	17%	41%	25%	8%	0%	8%	12
Winkler	55%	29%	13%	3%	0%	0%	32
Winnipegosis	75%	6%	19%	0%	0%	0%	16
Total	49%	32%	11%	5%	2%	1%	143

TABLE 15

% INCOME LEVEL OF BREAKDOWN OF POTENTIAL USERS UNDER STUDY AREA

	>8000	8000-12000	12000-18000	18000-25000	25000-35000	35000+	TOTAL RESPONDING
Brokenhead (Beausejour)	36%	40%	20%	4%	0%	0%	25
Boissevain	12%	21%	24%	16%	23%	4%	68
Gimli	100%	0%	0%	0%	0%	0%	2
Neepawa	8%	38%	38%	8%	0%	8%	13
Souris	8%	0%	46%	23%	8%	15%	13
Winkler	40%	20%	20%	8%	0%	8%	10
Winnipegosis	29%	29%	35%	6%	0%	0%	17
Total	21%	24%	27%	11%	11%	5%	148

TABLE 16

AVERAGE INCOMES FOR USERS AND POTENTIAL USERS UNDER STUDY AREA

	USERS	POTENTIAL USERS
Brokenhead (Beausejour)	13,571	11,280
Boissevain	10,529	18,610
Gimli	10,302	8,000
Neepawa	11,531	14,576
Souris	11,964	17,500
Winkler	9,919	13,850
Winnipegosis	9,438	11,852
Total	10,757	15,915

2.7 DEMOGRAPHIC SUMMARY

Based on the results of this study, the average handivan user appears to be female and over the age of 65. The user usually has some form of impairment, likely physical or visual and may require some form of mobility aid. The average user lives alone in either a single family home, or elderly persons housing. The majority of users are retired with an average total family income of $10,757 per year.

On the other hand, the average potential user could be either male or female, and is slightly older than the average handivan user. The potential user is less likely to have an impairment or require a mobility aid. The average potential user is more likely to live with one other person, and to live in a single family home. The majority of potential users are retired with an average total family income of $15,915 per year.

3. PERCEPTION OF USERS:

Introduction

Handivan users were surveyed in order to gain an understanding of how well their transportation needs are being met. This involves an insight into possible problems, benefits, and attitudes about the service. As well, users were surveyed to obtain ideas on how the handivan service could be improved to better suit their transportation needs.

3.1 ALTERNATIVES TO HANDIVAN

When users were asked how they would get around if the handivan were not available, 12% responded they would drive themselves. In many cases however the mobility disadvantaged person may not feel comfortable driving, but may do so because of the lack of alternatives. If a person

is uneasy about driving, especially under less than ideal conditions, the handivan may provide a viable and much needed alternative.

Many respondents have some impairment of varying degrees of severity, 33% have a visual impairment, 25% have hearing impairment, and 35% have a physical impairment. For some, these impairments in combination with old age may decrease the safety of their driving. The handivan may offer them a safer alternative than taking their own vehicles. Some respondents may be very safe drivers but feel uneasy behind the wheel under less than ideal conditions.

The availability of the handivan might also ease the minds of family and friends of users. The family may feel that the user is much safer with the handivan than driving him/herself. The handivan plays an important role in allowing its users to reduce the driving they may have been forced to do previously. It still allows them to travel with the comfort, dignity, and independence they enjoyed while driving themselves.

Many users felt that without the handivan they would need to rely on others for their transportation needs. 7% felt they would rely on their spouse, 47% said a relative would drive them, and 50% said a neighbour or friend would drive them. Many of the comments volunteered by users also centered around reliance on others for transportation. 25% of all the comments given made the point that the handivan allows users to feel less dependent on family and friends for transportation. Many users do not wish to rely on family and friends but feel they have no alternative. The handivan is truly assisting its users if it allows them a greater feeling of independence.

Many of the mobility disadvantaged's family and friends are more than happy to drive the user wherever they need to go. But the family and friends frequently cannot be there whenever they are needed. The family and friends often have commitments to jobs and their own activities. These time restrictions may confine the respondent to travelling only during a certain time, such as after work hours. Many events that take

place during the day, or when the family or friends are not available, could not be attended without the handivan. The mobility disadvantaged person may also not wish to burden the relative or friend and may not get out as much as he/she would like. They might choose to stay at home rather than "bother" others.

The handivan may put the minds of both users and their families and friends at ease. The user can travel independently and the family and friends do not have to feel guilty for not driving their relative or friend. This may allow the family and friends to work more frequently and even spend more time with the mobility disadvantaged person outside of driving them around.

In some communities, alternatives to the handivan may be an ambulance or taxi. A taxi service is presently available in Gimli and Winnipegosis. (Taxi services in Neepawa and Winkler have recently closed). The average fare per trip for most people taking a cab appears to be $3.00/trip. 27% of users in Gimli and 13% of user in Winnipegosis (16% over all seven communities) say they would use a taxi if the handivan were not available. The handivan fare of $1.00 in both communities represents a significant cost savings to users of the handivan. With the relatively inexpensive fare of the handivan one might think that it is in direct competition with the rural taxis. But this is not necessarily the case. It is the view of Manitoba Motor Transport Board officials that the handivan would not usually be the main cause of putting rural taxicabs out of business. Rural taxis can go out of business fairly quickly unless they are involved with a local health program or Native Affairs Program. Of course there is a fair deal of overlap between services, the handivan is better equipped to handle the mobility disadvantaged as it can be quite difficult to transport a person in a wheelchair in an average car or taxi. The higher fares charged by the taxis may put nonessential transportation out of reach for some low income earners.

Some of rural Manitoba's more severely physically handicapped or those in wheelchairs may be forced to use an ambulance to get around if the handivan were not available (10%). The cost of ambulance service is also much greater than that of a taxi. A mobility disadvantaged person would only be able to get around, at a much greater cost, when the ambulance was not in use. When using an ambulance for non-emergency transportation it is then not immediately available should an emergency occur. But without a handivan, the severely mobility disadvantaged might have no choice but to look to the ambulance for needed transportation.

As can be seen in Appendix D, there are also 9% of respondents who would not be able to get around without the handivan. These people would be essentially housebound if the van was not available. Many people felt that they could not travel nearly as much without the handivan, but still have alternatives for their essential transportation.

The alternatives to the handivan in rural areas are quite limited. Not wishing to burden family and friends for nonessential trips, many mobility disadvantaged rely heavily on the handivan and would otherwise remain at home.

3.2 REDUCTION IN DRIVING

With the availability of the handivan in rural communities, users of the service are able to reduce the amount of driving they must do in order to get about. Many seniors in these communities may become either mentally or physically unable to safely operate their own vehicle. Many other seniors feel uneasy about driving their own vehicle in less than ideal weather conditions. Approximately 14% of users responding to this question had to stop driving before the handivan was available in their community.

As many as 32% of users no longer drive their own vehicle since the handivan service became available. Therefore, a large proportion (46%) of handivan users who have stopped operating their own vehicle due to such reasons as failing eyesight or poor health, are now able to rely on the handivan as an alternative means of transportation. Of those users that wish to retain the use of their own vehicle, 12% no longer drive in bad weather, 7% no longer drive in the winter, and 6% no longer drive at night. Users benefit by relying on the handivan to meet their transportation needs when weather conditions are unsuitable for them to operate their own vehicle. The family and friends of users benefit by knowing that their friend or relative is not behind the wheel during hazardous driving conditions.

3.3 OPINION OF FARES

Users were asked if they felt the handivan service was worth the fare charged. 93% of the users in the study area responded that it was indeed worth their user fee. Furthermore, in Boissevain, Gimli and Winnipegosis, 100% of respondents felt the service was worth the fare. Only 7% of those responding over all suggested the handivan was not worth their user fee. It is interesting to note that where the user fee was $1.00 per trip there was only one complaint out of 112 respondents. However, in those communities where the user fees was $2.00 per trip 14% of the respondents felt the handivan was not worth the cost to them of the user fee.

Some of those that did not feel the service was worth the fare thought that the handivan charged too much for the low-income earners to use on a regular basis. Some users in Souris felt that the costs would be more reasonable if group rates were considered.

The majority of users responding thought the handivan fares were very reasonable for the level of personal service given. Some felt the drivers went above and beyond the call of service, definitely making the trip worth their fare. But many users also realize that the handivan is a less

expensive means of transportation compared to the others available to them. It should be noted that all respondents in Boissevain, Gimli and Winnipegosis felt the service was worth with fare charged. This may be due, in part, to a price comparison of the handivan against taxi service done by the mobility disadvantaged.

When asked specifically if the handivan was less expensive than other transportation means available to them, 76% agreed that the handivan was less expensive. Even in communities where a taxi was not available, users realized that they would pay substantially more per trip should one be available. A number of users, especially in Boissevain and Souris, felt that the handivan is cheaper than the costs of running their own vehicle when maintenance, insurance and fuel charges were considered. Some users stated that it was much less expensive to use the handivan instead of an ambulance.

Users in Souris suggested a need for group rates, where a discount is given to individual users when travelling as a member of a group. Neepawa users explained that the handivan is too expensive for trips to destinations only a few blocks away. Suggestions were made to pay for service based on distance travelled within the town, instead of a flat rate.

24% of users responded that their alternative means of transportation are less expensive than the handivan. Some felt that they could run their own car for less than what the handivan charges. Many who rely on friends and relatives for transportation report the handivan to be more expensive than the alternative. Most say that their relatives and friends are willing to drive them at no charge. But many users are quite happy to pay the handivan's fare rather than depend on others to get around. One user ever stated that she used the handivan because her friends and relatives charged too much. Some felt the handivan was too expensive for short trips, but worth the fare for longer journeys.

On the whole users felt the handivans fares were quite reasonable. This feeling is based on the fares charged at the time of this study. Users opinions might change should the fares be increased, although one user stated he would continue to use the handivan even if the fare doubled.

3.4 ACTIVITIES MORE ACCESSIBLE

The greatest benefit the handivan provides to its users is making their activities more accessible. The activities the handivan is used for are broken down into trip purpose percentage shown in Table 17. Users were asked if the handivan made their activities easier to get to. 98% of those responding said yes, their activities are more accessible with the handivan. Only 2% responded that their activities were not made more accessible with the use of the handivan. Users might attend these activities even if the handivan were not available, but with more difficulty and planning involved.

The handivan may also allow users to attend activities they would not be able to attend otherwise. Some activities may have been difficult or even impossible to do without the handivan. Friends and relatives may be able to provide transportation for essential outings but may not for social or recreational outings. The mobility disadvantaged person may be able to rely on others for their minimum transportation needs to stay alive, but may not wish to bother others to simply get out of the house. The value of these social and recreational activities cannot be overstated.

If the person relied upon for transportation works during the day, the mobility disadvantaged person may be forced to stay at home no matter how much he/she would like to attend activities during the day. Approximately 78% of respondents stated that the handivan does enable them to do things they could not do before. 22% of respondents said that the handivan does not allow them to do things they could not otherwise. These people likely have alternative means of transportation but feel more comfortable in using the handivan.

TABLE 17

PERCENTAGE OF TRIPS BY TRIP PURPOSE

OPERATING DATA, 1987

COMMUNITY	EMPLOY -MENT	SCHOOL	MEDICAL	ADULT DAY CARE	SHOP BUS.	VISIT -ING	RECREAT -ION	OTHER	TOTAL NO. TRIPS
Brokenhead (Beausejour)	24.7%	0%	6.6%	59.3%	3.7%	0.6%	2.3%	2.8%	4514
Boissevain	3.9%	0%	14.7%	0%	17.7%	12.2%	38.4%	13.3%	4858
Gimli	45.9%	0%	4.7%	25.6%	9.2%	1.2%	13.4%	0%	14150
Neepawa	0.1%	13.2%	32.1%	6.3%	12.1%	10.9%	25.2%	0.1%	5156
Souris	0%	0%	16.9%	76.6%	1.0%	0.4%	5.0%	0.1%	3952
Winkler	28.6%	2.3%	25.3%	3.2%	16.6%	10.2%	11.0%	2.7%	5277
Winnipegosis	25.4%	0%	9.4%	0.1%	4.4%	36.0%	13.3%	11.4%	2213
Average of 7 Communities	24.6%	2.0%	13.8%	24.5%	9.8%	6.8%	15.6%	2.9%	40120
Average of All 30 Communities	19.3%	14.3%	12.7%	18.4%	11.1%	5.1%	14.9%	4.2%	101085

3.4.1 ADULT DAY CARE

From the 1987 Operating Data, 24.5% of all user trips were taken to attend Adult Day Care. The Adult Day Care Definition states:

> "Adult Day Care is a program component of the Continuing Care Program in Manitoba. Like home care, respite care and meals on wheels, it is a service which assists individuals to maintain their independent living status. Adult Day Care provides an opportunity for recreation and socialization in a supporting environment to individuals who because of physical or emotional incapacities are socially isolated and who without this intervention may deteriorate in physical and mental health functioning."

Some of the major components of the Adult Day Care program are the opportunity for recreation and socialization, nutritious meals and snacks. These activities require the coordination of safe and reliable transportation. The handivan comes into play in this last component. As it is the responsibility of Adult Day Care to arrange for transportation for its participants, the program will often employ the handivan to provide this. Five of the seven communities under study (all except Boissevain and Winnipegosis) presently have an Adult Day Care Program in operation. 76.6% of all trips in Souris and 59.3% of all trips in Brokenhead (Beausejour) were for Adult Day Care. The handivan plays an important role in the provision of these services. Many respondents said that they would not be able to attend this program without the handivan. At Adult Day Care, a person can meet and socialize with others that have shared common experiences. The program also serves a nutritious meal which many seniors may not bother preparing for themselves. Many times the care might include nutrition counselling, medical supervision, physical therapy, and even bathing. These aspects of the program might not be achieved otherwise. Adult Day Care, in conjunction with the

handivan can enable a person to maintain their independent living status for a longer period of time than might otherwise be the case. Without these services a person can become socially isolated which may lead to poor nutrition and neglect of social and medical needs.

3.4.2 MEDICAL

Approximately 13.8% of all user trips under the study area were for medical purposes. These medical trips may be for a variety of purposes ranging from doctor checkups, dentist visits, to operations. The handivan has also been used in cases of emergency. A person may be quite ill but not in a life-threatening situation, so will call the handivan. This leaves the ambulance free to handle life-threatening emergencies and at the same time allows the user a cost-savings. Some users have used the handivan to get to appointments out of town in another hospital. The ambulance may have been the alternative but its use would take it out of town away from possible emergencies and result in significantly higher transportation costs.

For users to get to routine medical checkups can be quite difficult if the handivan is not available. If the mobility disadvantaged person's friends and relatives are busy during the day, they may do without needed medical care. The availability of handivan may actually encourage people to take better medical care of themselves.

3.4.3 EMPLOYMENT

Another 24.6% of handivan users in the areas under study use the van for employment purposes. Only Boissevain, Neepawa and Souris do not show a high percentage use for employment. As the majority of users surveyed are retired, the study shows a lower proportion using it for employment purposes than would otherwise be the case. When asked if the handivan has allowed users to earn an income more easily, 13% said that it has. The

percentage of people who said they do use the handivan for employment would likely include a number of people involved with vocational rehabilitation centres such as Trainex or Arc Industries. Many of these people may be mentally handicapped and may be unable to utilize conventional means of transportation. A number of disabled persons may be unable to work if the handivan were not available. Those people that would be unable to work without the handivan may then be forced to rely on social programs such as unemployment insurance or welfare payments. But the other important benefit from working, especially for the mobility disadvantaged is the feeling of independence and self-reliance working allows. Again, a job can provide the social interaction that the user seeks. If the handivan can enable some users to improve their incomes, reduce dependence on social programs, and increase their feeling of self-worth through employment, it is well worth the investment.

3.4.4 SCHOOL

A relatively small percentage (2% of all user trips) use the handivan for school. Only Neepawa (13.2% of trips) and Winkler (2.3% of trips) show any activity for school purposes under the study area. For the mobility disadvantaged, getting to and from school can be a difficult task. As those attending school are rarely elderly, it can be assumed that the student has some physical or mental handicap.

Even if students can find alternative transportation to and from school, sometimes they may find themselves without adequate transportation to attend extracurricular activities. With the handivan, the mobility disadvantaged student may not have to miss out on the joy these extracurricular activities can bring. Although school trips represent a small portion of the total, the benefits these trips can bring can be great and far-reaching.

3.4.5 SHOPPING/PERSONAL BUSINESS

9.8% of all user trips in the seven communities under study were for shopping or personal business. This category includes grocery shopping, recreational shopping, and activities such as going to the bank, picking up mail, and going to hairdresser or drugstore. Many of these activities are essential to maintaining independent living status but others are simply for enjoyment. If a mobility disadvantaged person is unable to do the basic tasks of grocery shopping and running personal errands, they may have someone do these duties for them. The handivan may allow some people to do basic tasks on their own rather than depend on others, increasing their feeling of self-esteem.

Many users will also use the handivan to shop for pleasure. They may enjoy browsing through stores looking for clothing, hardware such as pots and pans, desserts and candies, and gifts for friends and relatives. These users may not urgently need to purchase these items but being able to get out and buy them may allow an improved feeling of independence. Necessities such as groceries and prescription drugs would be purchased regardless of the handivans availability, the user would have someone else buy them, if they were unable to do so themselves. But a certain percentage of goods are only purchased because the handivan enables its users to do so. This can have a positive effect on local businesses in the community. (This is discussed further in the perceptions of Mayors).

3.4.6 VISITING

Another 6.8% of all user trips in the areas under study were to [illegible] visiting. Often an elderly person will enjoy getting out of their ho[illegible] and going to see a friend or a relative in their home. While there, they can talk, possibly play cards, or just have coffee. The alternative to this is having the friend or relative come to visit the handivan user. Although this may be an enjoyable activity, the mobility disadvantaged person may feel they are becoming dependent on the guest to come and visit. By allowing the users to go and visit whomever they wish they may

feel more self-reliant. This may also benefit the friends and relatives who may no longer always have to go to the handivans users house or bring them to their house.

One user said he used the handivan to bring his father to his former store where he had done business for 42 years. He stated that his father (now in a wheelchair) feels best while at his old store.

The handivan allows its users to see people and places where they may be otherwise unable to see. They can do this on their own with the assistance of the van. Rather than always relying on others to visit them or take them places, the handivan users can feel independent and go wherever they wish.

3.4.7 RECRZATION/OTHERS

The 15.6% of trips for recreation and the 4.2% of trips for other (miscellaneous) purposes encompass a wide variety of activities. Most of the trips for recreation purposes would be to go to the seniors drop-in centre. At this centre, seniors can spend time mixing with friends, playing cards and games or doing crafts. Some senior centres have congregate meals where seniors can enjoy a healthy lunch with their friends. Games such as shuffleboard and pool may be available for seniors to enjoy.

Senior centres can allow a person to drop in at their leisure and spend an afternoon with people who share common experiences. This may assist in preventing social isolation that can deteriorate a seniors physical and mental well-being. The handivan can play an important role in allowing the mobility disadvantaged people to attend without relying on others for transportation.

Many of the handivan users enjoy using it for bingo. This too may take place at the Seniors Drop-In Centre. Activities such as bingo and bowling also allow them to socialize with others and get out of their homes.

In some communities the handivan is available for trips out of town. Trips have been arranged to Winnipeg to go shopping, see a performance at Rainbow Stage, or attend sporting events such as Bomber or Jets games. Trips to family weddings have been arranged as well as to funerals, local fairs, picnics and parades. Sometimes a trip sight-seeing in the countryside has been arranged. This may bring some variety to those who would be otherwise unable to leave their own community. Some mobility disadvantaged people may begin to look forward to these trips long in advance.

The handivan has also been used to take 3% of the people to the bus depot. For those that are able to travel by bus, the handivan can make available the opportunity to get out of town. If a user would like to visit a friend in another community, they can use the handivan to help them to get to the station to catch the bus a distance to great for many mobility disadvantaged to walk on their own.

Many handivan users like to use the van to attend church and church related events. Many mobility disadvantaged have found it quite difficult to get to a worship service. For many, missing their service is very upsetting to them. Before the handivan was available, some people had to stop attending church because of the lack of proper transportation. Unfortunately, it is impossible to determine the number of handivan trips to attend church. This is not a separate category and presently included in either recreation or other.

In some communities the handivan is available on Sundays and many users rely on it to get to church weekly. Attending church services regularly can help a user feel part of a community. Also, many social activities are through church organizations such as prayer groups or choirs. Where the handivan can help its users improve their religious practice, it is filling a vital need.

3.5 PROBLEMS ENCOUNTERED

Handivan users could have potential problems in arranging to use the van or actually using it. 72% of users have had no problems in arranging to use the service. The most significant problem experienced by users is obtaining transportation when it is wanted. 12% of users have been unable at some time to get a trip at the time requested.

In order to gain on insight on how the handivan service might be improved, respondants were asked whether they have had any problems in arranging for service, with the service itself, and how these problems were dealt with. Very few complaints were expressed and most complaints have been handled to the users satisfaction

The majority (72%) of users responded that they have had no problems in arranging for service. In fact most of the volunteered comments (30%) were to commend the drivers on the helpful and courteous service they help provide.

3.5.1 PROBLEMS OBTAINING SERVICE

Some users may have tried to arrange a trip when the handivan was already in use by other customers or for a time when the van was not in operation. In most communities, the service is run on a "first come first serve" basis. However, in cases where demand exceeds capacity, priorities are established by the local handivan board. Many users may feel that the service is too busy servicing other customers whose needs might be higher on this priority list. Another 10% of users responding that the hours in which their community's handivan operates are unsuitable for their transportation needs. As stated in the program guidelines, the service provided must be available to the community for a minimum of 40 hours within a 7 day period. Outside these restrictions, the community is allowed to set its own hours of operation that best suits the needs of its' citizens.

A small percentage (4%) of users revealed that they have had problems getting through on a busy phone line to arrange a handivan trip. The user may become frustrated with repeated attempts and eventually give up.

Beausejour and Gimli were the only communities that stated the users have been refused a ride on the handivan. A possible reason for this may have been that the handivan was previously booked by other customers. The ride request may have been for a time that the handivan does not operate, or for a destination not in the catchment area. In the case of Gimli, the incident may have occurred before the second van was placed in service.

Only 9% of users complained that the handivan was late in either picking them up, or dropping them off at their destination. Reasons for this occurrence may or may not have been directly related to the handivan service itself. For example, a delay may have been the result of a snow storm in winter.

In some instances, the handivan failed to arrive at the users requested pick up location. The user may have given improper directions to the dispatcher who in turn may have relayed improper directions to the driver. Another possible reason may be that the handivan was previously booked by other users, thus unavailable to arrive at the requested destination.

3.5.2 PROBLEMS WITH HANDIVAN ITSELF

A total of 82% of users responding stated they have not experienced any problems with the van itself.

A small proportion (10%) of respondents in each of the communities sampled complained that their handivan is too warm in the summer months. Many handivans are air conditioned for the comfort of their passengers. However, it is very difficult to prevent warm air from flowing into the

van when both the wheelchair and the front doors are opened and closed repeatedly throughout the day. Boissevain, Gimli, and Souris commented that their individual community's van is too cold in the winter months. Each community's handivans are equipped with some form of heating system. It can be expected that heat will be lost for the same reasons warm air enters the van during the summer.

A low proportion of users in Boissevain and Gimli felt that the van was too difficult to get in and out of. Some users commented that the front door's initial step was too high from street level. This makes entering and exiting the van difficult for the seniors who might be frail or arthritic. 3% of users who responded from Souris were not satisfied with the van's seat belts.

These users felt these belts would not work efficiently in the event of an accident. A comment from Souris was also made regarding the seats being too narrow. This user felt she did not have enough room for her knees to sit comfortably for the duration of the ride.

A small number of users from Neepawa commented that their handivan is too noisy and is very difficult to hear fellow passengers speak.

Only 4% of those responding from Neepawa, Souris, Boissevain, and Winnipegosis do not feel comfortable riding in their community's handivan. These users commented that the seats are too narrow, insufficient leg room, and the ride itself is not smooth.

3.5.3 PROBLEMS WITH HANDIVAN DRIVER

The majority of users believe their handivan driver is very courteous and helpful. In fact 30% of the volunteered comments were to commend the drivers on the helpful and courteous service they help provide. A small percentage (3%) of users responding from Boissevain, Beausejour, Neepawa, and Souris expressed a concern that the driver needs more training and

handling elderly and disabled. Many drivers (especially those of whom are volunteers), are approaching their senior years. These drivers either male or female, may have limited physical strength. Some drivers may not have taken a CPR or St. Johns Ambulance course.

A low proportion of respondents from three communities surveyed did not feel that their driver was dependable in that they were not always available for service. Two of these communities are operated with full time drivers, with the other using strictly volunteer drivers. The use of volunteer drivers reduces the services operating costs. However, there may not be enough volunteers to service the community, possibly leading to one volunteer working on almost a full time basis. The lack of sufficient volunteer drivers might also result in the community's handivan standing idle, thus unable to meet user needs.

3.5.4 COMMENTS ON HOW PROBLEMS ARE DEALT WITH

When users were asked if they have ever complained about the service to handivan drivers or administrators, 89% of those responding said they have not had a problem that warrants a complaint. These users may not have experienced any problems at all with the service, or have not felt that their problem was severe enough warrant a voiced complaint. 3% of users have complained about the service and felt their complaint was dealt with to their satisfaction. A slightly higher proportion (5%) of respondents felt that their complaint was not handled well. If an individual wishes to express a concern about the service or its operators, they usually speak first with the driver. However, if the driver is unable to correct the problem, the individual would usually speak with a member of the community's handivan council.

3.6 HANDIVANS ROLE IN INDEPENDENT LIVING

The handivan service contributes to improving the quality of life for its many users. Each user derives different benefits from using the handivan by making it possible to attend desired activities.

A very important benefit of the handivan is its possible contribution to the deinstitutionalization of its users. The majority (78%) of handivan users are over the age of 65. Many find themselves becoming dependent upon others for a means of transportation. Many times the senior will choose not to burden or inconvenience a friend or relative for their transportation needs.

Eventually, such a given senior may spend the majority of their time at home, and not attended desired activities. This concern becomes even more significant during the winter months, when walking is treacherous and transportation is more difficult to obtain. Depression, poor nutrition, and severe isolation become serious problems for these mobility disadvantaged seniors. With failing health, many seniors would be forced to move into some type of institution which provides required health care.

Fortunately, the handivan service is a means available to communities to help in the deisolation of these seniors. By using the handivan to attend activities, users are able to improve all aspects of their everyday life. 60% of users responding agreed that the handivan improved their medical care. This might include regular visits to the doctor or therapist to prevent illness rather than to just treat the illness. 63% responded that they use the handivan to attend social activities. These activities may include mixing at Adult Day Care, visiting friends, or participating in organized group outings. Social interaction is necessary in preventing seniors from becoming socially isolated. Attending church service and other religious activities such as choir, bible meetings, and prayer groups was made easier with the handivan. Religious activities are important for an individual's spiritual well being, and induces social interaction among its group members.

Of those users responding, 17% said the handivan has improved their ability to earn an income, with another 2% improving their level of education. It is evident that users under the age of 65 are able to use the handivan to get out of their home and engage in productive, self rewarding activities. The handivan contributes in deisolating physically and mentally handicapped users as well.

As the handivan allows users (both seniors and handicapped) to improve access to these life sustaining activities, many users are able to continue to reside in their own home. As many as 44% of the users responding revealed that they need not move into a form of residence such as a personal care home, seniors residence, or group home. It may be concluded, therefore that the handivan service contributes significantly in deinstitutionalization of Manitoba's seniors' population in rural areas.

The handivan plays an important role in maintaining its users independent living status. Many times a person would be unable to make necessary outings such as grocery shopping, personal business, and social engagements if the handivan were not available. Some would be able to rely on family or friends for transportation, others may be able to travel on their own but with much difficulty, but some could not possibly live on their own without the use of the handivan.

When users were asked if they would have to move into some other type of residence if the handivan were not available, 14% of those responding said yes, they would have to move. This means 14% of those presently living independently would have to move into another type of residence without the handivan. It should be noted that many users require more than just the handivan to maintain their independent living status. In many cases, Adult Day Care can make a large difference in enabling people to live on their own. The assistance provided with the handivan and the support of Adult Day Care may allow some people to live on their own who could not otherwise.

It was thought that the handivan may save the province some money in decreasing the need for personal care home admittance to some of the handivan's users. Using Manitoba Health Services Commission Data from the 1986-87 Annual Report the average cost per bed in the seven communities under study is $16,413.31.

As shown in Table 18, the 23 handivan users that say they would have to move to a personal care home would cost approximately $360,128.25 to the government. This figure is based on the average cost per bed of the personal care home beds available in the community. But this does not mean that there are vacant beds available. Many times there are lengthy waiting lists for elderly trying to get into personal care homes. The handivan may assist in lessening the length of personal care home waiting lists. Building new beds for these homes is an expensive endeavour also. It was estimated by the Manitoba Health Services Commission to cost $100,000 to build one new personal care home bed.

From the sample taken, assuming those responding yes, they would require admittance to personal care homes, it would cost the government an additional $360,128.25, excluding the cost of constructing additional spaces.

Outside the financial savings with the handivan delaying admittance to personal care homes, the users also benefit from the increased feeling of independence achieved by living in a private dwelling. This is an important consideration to any handivan user.

TABLE 18

SAVINGS IN PERSONAL CARE HOME ADMITTANCE WITH THE HANDIVAN

Personal Care Home in	Net MHSC Payments 86/87	Rated Bed Capacity 86/87	Cost of PCH/ Bed	# of Users Needing To Move	Total Cost That May Have Been Avoided
Brokenhead (Beausejour)	1,172,409	60	19,540.15	0	0
Boissevain	904,538	65	13,915.97	7	97,411.79
Gimli	1,297,329	95	13,656.10	7	95,592.7
Neepawa	1,941,748	125	15,533.98	3	46,601.94
Souris	1,120,400	58	19,317.24	1	19,317.24
Winkler	1,919,018	118	16,262.86	3	48,788.58
Winnipegosis	524,160	20	26,208.00	2	52,416.00

Average cost of PCH/Bed	$ 16,413.31
Total costs possibly avoided	$360,128.75
Total # of users needing to move	23
Average cost/user needing to move	$ 15,657.75

3.7 USERS FEELINGS ABOUT THEMSELVES

When asked how the handivan makes users feel about themselves, 64% of those responding said it made them feel more independent. For the mobility disadvantaged the feeling of independence can be very important. Most of the trips the handivan is used for are for quality of life purposes such as recreation, Adult Day Care, some shopping, and visiting.

As was stated earlier, many users may ask friends or neighbors to drive them to do needed shopping or to go to medical appointments, but may not wish to trouble them further for social activities. It is these activities that may not be attended without the handivan and these can be so important to the users physical and mental well-being. The mobility disadvantaged may no longer have to sit at home alone and may attend available activities such as church groups or Adult Day Care.

For others it may be much more difficult to utilize alternative means of transportation available. 62% of users said the handivan makes them better able to get around and 31% said they were more comfortable travelling with the handivan. It may be quite difficult to get in or out of a wheelchair every time one wishes to go to the store. Others may find car trips confining and may have difficulty getting into a standard vehicle. These people find the handivan to be more comfortable. If the user can travel in more comfort and safety, they may be willing to travel more and attend many of the activities that were difficult to get to before.

Many handivan users sensed the handivan has helped them improve their lifestyle. The highest percentage (63%) felt that the handivan has helped to improve their social activities. Comments included that the handivan helps them to visit family and friends. Some comments centered around the handivan helping reduce winter isolation. Many users may be able to walk to the senior centre or to their friends during pleasant weather but feel confined to their home during the winter. Some users enjoy getting out

and mixing at Adult Day Care, participating in handicrafts, or going on trips out of town.

60% of handivan users feel the handivan has helped improve their health care. This might include being able to get regular check ups without major planning or even get to regular therapy appointments. Rather than waiting until a problem develops, some users may be taking better preventative care with the use of the handivan.

An additional 28% of users feel the handivan has assisted their participation in religious activities. Being able to get to church services on a regular basis can mean a great deal to many handivan users. But religious activities can include such thing as choirs, or prayer groups. Many users find these activities enjoyable and rewarding.

Other users feel the handivan has helped in their employment (17%) or education (2%). This might include those attending vocational rehabilitation centres such as Trainex or Arc Industries. These activities may help the user to feel more independent and self-reliant in addition to financial considerations.

Obviously the handivan helps a great number of people in many different ways. Many of these activities would be impossible or at least much more difficult if the handivan were not available. The most significant effect is the improvements allowed to users' quality-of-life. These, of course, are the most difficult to attach dollar figures to.

4. PERCEPTION OF POTENTIAL USERS

Introduction

Potential users are defined as those individuals who are eligible to use the handivan, but for one reason or another are not. These individuals surveyed are eligible to use the handivan based on the program's definition of eligibility. It was hoped to discover possible reasons why these potential users are not using the handivan service in their community. Also these individuals were surveyed to discover their present means of transportation, their perceptions of the handivan service, and suggestions for improvements to the service.

4.1 ALTERNATIVES TO HANDIVANS

When asked what means of transportation potential users are presently using, 63% responded that they drive themselves. Although eligible to use the handivan, they prefer to drive their own vehicles to get about. A possible reason for this preference might be to maintain a feeling of independence and self worth by relying on themselves and not others for their transportation needs. Also driving their own vehicle may be more comfortable and convenient. Many potential users may feel that using the handivan is admitting they are no longer able to provide for their own transportation needs and are losing their independence.

Another 28% of potential users responded that they rely on their spouse to drive them to their activities. Substantially more (61%) of potential users live with one other person than users (25%). Therefore, there exists more opportunity for potential users to rely on their spouse to satisfy their transportation as compared to handivan users.

Of the potential users surveyed, 22% rely on a relative to drive them. This relative might be a son or daughter who feel it is their moral duty to provide for the transportation needs of their parent. The potential user (14%) may also prefer driving with friends or neighbors instead of the handivan. A major reason for depending on relatives, friends, or neighbors for a means transportation might be that the respondent knows and trusts that individual. The potential user might feel more comfortable riding with someone they know well, instead of possible stranger who drives the handivan. Individuals may also dislike travelling with other passengers in the handivan who might be more physically or mentally disabled than themselves.

A few (1%) of potential users responded they used their local taxi service for transportation. Potential users may not want to pay for transportation, when a spouse family member or friend will drive them. Another 2% said they use an ambulance to get about in their town. This proportion might include people who have used the ambulance for emergency purposes only, not on a more regular basis (ie. for medical treatments). This low percentage of ambulance users may also be attributed to the high cost of the service.

A great many (48%) of potential users responding revealed that they prefer to walk as a means of getting about in their community. Of the potential users surveyed 79% said they do not need an aid to get about compared to 50% of handivan users. Also, 46% of potential users did not have any of the handicaps listed, compared to 22% of handivan users. Therefore, it appears that potential users (although not a younger age group than users) are generally in better physical condition requiring less mobility aids to get about than handivan users.

Beausejour was the only community with potential users (3%) stating they do not have any present means of transportation. Most potential users, therefore, have some present means of transportation available to them.

In the future, many individuals who drive themselves may chose to give up driving their own vehicle. These individuals may find driving more difficult, thus becoming dependent on others for transportation. Those potential users who presently rely on their spouse for transportation may find a need for the handivan in the future. Their spouse may give up driving, and retire the family car. The handivan service is one means available in the community to meet the needs of eligible users. In such a situation approximately 27% of all potential users surveyed volunteered some form of comment stating their expectation of a need to use the handivan in the future. This expectation demonstrates further the need for an alternative means of transportation available for potential users. These individuals are able to feel more at ease about alternatives available to meet their future transportation needs. The percentage of those volunteering their intention to use the service, is a significant amount, as no such question was asked of them in the survey.

4.2 ELIGIBILITY PERCEPTIONS

One possible reason for not using the handivan was that potential users were unaware that there is a handivan service available in their community. However, it appears that the majority (99%) of the individuals surveyed are aware of the service.

Another reason for not using the handivan is that potential users may not perceive themselves as being eligible. In order to gain an understanding of how potential users perceive eligibility, candidates were asked to describe people who can use the service. Of the potential users responding to this question, 45% described the users as anyone who is physically disabled, with another 15% said users are those confined to a wheelchair. Another 38% stated users are elderly, and 22% believed users have trouble walking. Potential users also perceived those eligible as anyone without any other means of transportation (33%), anyone without a car (7%), and individuals that can no longer drive (20%). Only 3% of

potential users responding felt the handivan was for mentally handicapped patients. Other individuals perceived users of the handivan as anyone in poor health, those who participate in Adult Day Care programs, and any person living far from the town centre. Another 1% of respondents viewed the handivan users as anyone requiring transportation in an emergency situation. Some respondents described handivan users in terms such as happy, lucky and fortunate.

In keeping with these perceptions, potential users were asked if they were eligible to use the handivan service. The majority (79%) believed they were eligible to use the service. Another 14% of those answering stated they were not eligible. Of those potential users who did not feel they were eligible to use the handivan, 71% felt they should be eligible.

Potential users were asked why they felt they should be eligible to use the service. The main reason individuals felt made them eligible to use the service is their age. Approximately 18% of those responding stated that because they are senior (over 65) they are eligible to use the service. Many people felt that they are eligible because they are unable to walk distances such as to the town centre to do their grocery shopping, banking, or mail pick-up. Other respondents felt they should be eligible due to poor vision and no longer able to drive their own vehicle, or having no alternative means of transportation. Some potential users believe that they should be eligible to use the van during winter months when driving becomes more difficult. An overall 2% felt that because they are physically handicapped they can use the service, with another 7% felt eligible due to poor health. Only 2% of potential users responding felt that any citizen is eligible.

On the other hand, many of the 29% of potential users who felt they were not eligible because they are still able to drive their own vehicles. Some of these individuals felt, however, that they should be eligible to use the handivan in the event of an emergency.

4.3 OPINIONS OF FARES CHARGED

Another possible reason why potential users of the handivan are not using the service is that user fees might be too high. Potential users were asked if the fare charged in their community is a major reason why they do not use the service. The majority (79%) of those responding said that the fares are not a major factor in their decision not to use the handivan, with another 13% stated they are unaware of fares. The remaining overall 8.5% of potential users surveyed stated that fares are a major reason why they do not use the handivan. Respondents included in this percentage are 3% of Boissevain potential users, 39% from Beausejour, 22% from Winkler, and 5% from Winnipegosis. It should be noted that a higher percentage of handivan users in Winkler and Beausejour also felt the service was not worth the fare charged. In contrast, 100% of the users surveyed from Winnipegosis and Boissevain felt the handivan is worth the fare charged. The fare levels of those communities where some potential users felt that the fare charged was a major reason for not using the service, range form $1.00/one way trip in Boissevain to $2.00/one way trip to Beausejour. This range might be compared to $.75 in Argyle to the highest level of $3.00/one way trip in Thompson.

The average total family income level in the four communities where complaints were made of fare levels being too high, is $10,605 per year. When compared to the total average income of $15,915 per year for potential users in all communities studied, income level does seem to be a factor regarding complaints of high fare levels.

The general perception of potential handivan users is that the fares charged are not a major reason why they do not use the service. However, this finding is based on fares charged at the time of this study. As fare levels begin to increase, the fares may become more of a deterrent from using the handivan service.

4.4 PROBLEMS ENCOUNTERED

Potential users may have decided not to use the handivan due to possible problems encountered with trying to use the service. The majority of potential users (59%) have never tried to use the service due mainly to the fact that these individuals prefer their present means of transportation. However, the remaining proportion of respondents have experienced some form of problem with their community's handivan service.

4.4.1 PROBLEMS OBTAINING SERVICE

A small number of potential users in Boissevain and Beausejour have had trouble getting through on a busy phone line when attempting to arrange a ride. (It should be noted that 9% of users in these towns have also stated problems with a busy phone line.) This can become extremely discouraging for an individual, to the point where they may not try to use the handivan when future transportation needs arise.

Another 7% of potential users responding from Boissevain, Beausejour, Souris and Winkler could not book at trip on the handivan at a desired time. A possible reason for this may be that the van had been previously booked by other customers, or the van does not operate during the time requested. Only 10% of potential users responding said that the hours in which the community's handivan operates are unsuitable for their transportation requirements. In keeping with the philosophy of the program each community is allowed to set its own hours of operation that best suit its needs.

A limited number of potential users responding from Souris stated that they were refused a ride on the handivan. Possible reasons for this may have been the ride request was for a time or to a destination that the handivan does not service.

A few (8%) potential users responding from Winkler complained that the handivan was late in either picking them up, or dropping them off at their destination. Beausejour was the only community responding where a complaint was made that the handivan failed to arrive at the requested pick up location. Problems such as these may have caused potentials users to be late in attending a desired activity or to have missed the activity completely.

4.4.2 PROBLEMS WITH HANDIVAN ITSELF

Potential users may prefer not to use the handivan service due to problems with the van itself. A small proportion of potential users from Souris felt that the drivers of the handivan require more training with elderly and disabled passengers. Respondents may feel that the handivan driver is unaware of special transportation needs and may prefer driving with friends or relatives who are more familiar with these needs. The handivans in both Beausejour and Souris were found to be uncomfortable by a few respondents. Respondents did not comment as to why the handivan was uncomfortable, but one reason might be that the ride itself is not as smooth as a private vehicle.

4.4.3 IF PROBLEMS CORRECTED, WOULD YOU BEGIN TO USE THE HANDIVAN

Of the potential users responding, 74% said that they would still not use the handivan, even after the problems they have encountered with the service were corrected because they prefer to drive their own vehicle. These respondents enjoy the freedom and independence of being able to drive themselves and their spouses in their own private vehicle. Many potential users commented that they will eventually retire the family car when they no longer feel comfortable driving themselves. These individuals rest assured that a convenient and reliable handivan service is available for their use when they choose to no longer drive.

Other respondents (19%) felt that they would still not use the service because they prefer other present means of transportation available to them. As many potential users depend on their spouse to drive them, they may prefer the convenience and privacy of riding in the family vehicle. However, many potential users may begin using the handivan when the spouse can no longer drive. Generally more women begin to use the handivan as they have never driven a vehicle, or their spouse, of whom they have always relied upon for transportation, has passed on.

Potential users also prefer to rely on members of their family and friends. Many seniors depend on their sons, daughters, and grandchildren who are living in the community for their transportation needs. However, these individuals may begin using the handivan when and if family members move out of the community. Transportation might also become a problem for some seniors as many of their friends are in the same age group, and less likely to drive their own vehicles.

A proportion of potential users prefer to walk or ride their bicycle as a means of transportation. Physical fitness is an important and necessary aspect of the lives of some seniors. Many seniors might feel that as long as they are able to walk or bicycle to their activities, they will do so instead of using the handivan. These individuals may chose to use the handivan when their health begins to fail, or find it difficult to walk, especially during the winter months.

A small proportion (2%) of respondents claimed they would still not use the handivan even if problems were corrected because the service is too expensive. Another 2% responding from Souris said they would not begin to use the service because the van is never available.

Although no specific question was asked, many potential users added a comment suggesting a reason they were not using the handivan. Many felt they did not need it at the present time but would be pleased to use it if the need should arise. In fact 27% of all people responding to the

potential user survey made such a comment. As this question was not asked, this figure becomes even more significant. This represents a benefit to potential user in the community. They have the peace-of-mind knowing that if they are left without their present means of transportation, the handivan will be there for them. This is one possible reason why the potential users are supporters of the service and have many complements for the job it does.

Most potential users do not use the handivan as they prefer their present means of transportation. But most still feel it provides a needed and worthwhile service. Many potential users will be happy to use the handivan in the future if the need should arise.

5. PERCEPTION OF CONTINUING CARE COORDINATORS

The Continuing Care Coordinators in each of the seven communities were also polled to determine their opinions on the handivan service. When asked as to how the handivan helped in deinstitutionalizing people on their caseloads, some Continuing Care Coordinators suggested that the handivan would not put off admission to personal care homes indefinitely, but may delay admissions to these homes. It was thought by the coordinator in Boissevain that as the handivan allows users to get out of their homes and socialize, this may prevent loneliness or health deteriorating, possibly reducing the need to be admitted to a personal care home. Others noted that the handivan in conjunction with Adult Day Care played an important role in delaying admittance to these homes.

Most coordinators found it difficult to estimate how many users would require admittance to personal care homes without the handivan because it would depend on how much transportation the family and friends were willing or able to provide.

Nearly all Continuing Care Coordinators suggested that the handivan has reduced the users dependence on family and friends for transportation. One coordinator said, "Users do not have to wait on others to offer transportation - they are more independent". Users can leave when they wish (depending on availability) not having to wait for the friend or relative to get off of work. As many activities take place during the day, the handivan may be the only way to attend such activities.

When asked if the handivan was less expensive than alternative means of transportation, most coordinators replied that there were no other means of community transportation to compare it to. Others said that the alternative friends and relatives do not usually charge for transportation. Where there is a taxi available, the coordinators noted a cost savings in using the handivan. Some coordinators suggested that users may save money by running their own errands using the handivan rather than paying others to do normal independent living errands for them.

It was also suggested that in the area of health care, the handivan can make noticeable improvements for users. Besides providing a reliable means to attend regular check-ups and physiotherapy, it may allow the users to see the doctor in the office rather than the doctor having to make a trip to visit this person. Others suggested that users may use the handivan in non-emergency cases rather than the ambulance. The handivan may ease the transfer home of patients after they are discharged as well as facilitating the admittance of patients from their homes. In all, the handivan can facilitate needed health care as well as encourage regular checkups.

All coordinators felt the handivan helped to improve the quality of life of those who use it. This includes social and religious activities and the feeling of independence in not relying on others for transportation. One comment was that it is comforting for users to know that there is a means of transportation available to them if they want or their family and

friends are unable. Others suggested that by enabling users to attend activities such as Adult Day Care or Seniors Drop-In Centres allows them to socialize and improve their own independence.

Continuing Care Coordinators on the whole found the service quite beneficial to those on their caseloads. One coordinator felt that some eligible people forget there is a service available for their use or feel that the van is only for physically disabled (eg. wheelchair bound). This may express a need for improvements to the publicity done by the handivan operators as to who is eligible to use the van. Others felt that there is a need for some evening hours so users may attend activities offered during this period. The limited service on Sunday can also pose a problem. The coordinator in Souris noted that the need for a Class 4 licence for handivan drivers poses a difficulty in recruiting the volunteers that Souris depends on. But in all, the Continuing Care Coordinators notice the great improvements made to the quality-of-life of handivan users and the benefits to their families and community.

6. PERCEPTION OF DRIVERS/ADMINISTRATORS

The drivers and administrators of the local handivan services are another good source of information. Many drivers/administrators noticed that the families and friends of users benefit from the peace-of-mind knowing that their friend or relative can use the handivan. One driver stated that:

> "Families can rest assured that their elderly or mentally handicapped (relative) are in competent hands and will depart and arrive safely, receiving professional attention and assistance from the time they leave home till they return."

Often the alternative is for users to drive themselves. Some family and friends may feel their mobility disadvantaged friend or relative is an unsafe driver and would be better off using the handivan. For some in wheelchairs, a special vehicle may be required - a need which is only properly served by the handivan. Some drivers and administrators noticed that the groups of elderly and handicapped can now travel together which may have been impossible before the handivan was available.

When asked if the handivan allowed any cost savings to its users or the community most drivers/administrators said the handivan was much cheaper than running a private vehicle, taking a taxi, or using an ambulance. One driver pointed out that event planners don't have to worry about attendance quite as much where transportation of the elderly and handicapped plays a factor. Family members may also save money by not having to always travel to pick up the mobility disadvantaged, drive them where they are needed, drop them off again, and then go to their home. One administrator suggested that users may save money by being able to take advantage of sales where they were unable before.

When asked how the handivan has enabled users to improve their quality-of-life, one driver responded that users can now do their own shopping, at their own convenience, and at their own level. The handivan was also seen to help establish social networks for users through Adult Day Care or Seniors Drop-In Centres. One administrator felt that handivan allowed users to attend special events they would be unable to attend otherwise such as trips to see the Pope, the Queen, concerts, museums, fishing, or into Winnipeg for shopping or theatre.

Most drivers and administrators felt that they have had to deal with very few complaints or concerns regarding their service. In most cases a minor complaint can be worked out by the driver him or herself. The more serious concerns are brought to the administrators of the handivan board. In nearly all cases, any problems can be worked out between the driver and the handivan user quickly and to everyone's satisfaction.

Many drivers and administrators are also aware of the benefits the use of the handivan can mean to local businesses. Staple goods would be purchased with or without the handivan but extra shopping may be increased through personal shopping. The handivan may also cut down the number of deliveries stores need to make to the mobility disadvantaged. One driver suggested the handivan,

> "Opens up revenues that are normally difficult to access. More mobility translates into more customers. People want to see what they are buying and many times just won't buy from you if they cannot get to your store."

Others commented that more local goods are purchased with the handivan rather than through mail order. One administrator commented that with the handivan customers can come in during the middle of the day not just in the evening when family and friends are available.

Some concerns that drivers and administrators have are the difficulty in recruiting volunteers when a Class 4 licence is needed. Some feel that it is not really necessary, and Souris in particular finds it difficult as their service is run completely by volunteer drivers. Others said that regular volunteer drivers may feel they should be paid for the service they provide. One driver suggested that they should be paid a monthly salary and asked to volunteer some driving time on weekends or evenings. One administrator commented that it is difficult for a small community to raise the donations needed to keep the operation running. But most drivers and administrators felt that the present system of the provincial government assisting the handivan service without dictating how to run the service is the best way to operate the program.

Many drivers and administrators agreed that there was need for some form of specialized driver training to be provided to the operators of services for handivan users. Most drivers thought medical, first-aid or emergency training would be an asset to them. Others felt passenger assistance training especially geared towards the elderly and disabled may help them. Some drivers liked the idea of a defensive driving course being available to them. Although many liked the idea of training being available, some felt it should not be made compulsory as it would turn-off potential volunteer drivers. Very few felt that the drivers of the handivan do not need any training to be made available. As many of the handivan users are elderly and disabled, some form of medical first-aid, or emergency training for drivers could be required should a difficulty arise on the road. One driver nicely summed up the responsibility of a handivan driver,

> "The main driver has to be concerned with not only his passengers' welfare and the attitude of the whole community, ...but he has to stay on top of maintenance if his vehicle is going to perform seven days a week without downtime. Handivan operators cannot be clock watchers, must be willing to go out in weather that scares other people out of using other transportation, they must be patient, thick-skinned (some elderly are grouchy and very demanding), and they have to be made to feel that they are doing their bit to provide something worthwhile to the community."

7. PERCEPTION OF MAYORS:

Since the handivan is frequently used for shopping (9.8% of all user trips under the areas studied - Table 17), it was thought that these trips may have had some positive effect on local businesses in the communities. Many of the mayors of the towns in which a handivan service operates also

are business people. As a business person and a leader in the community, a mayor is likely in a good position to know of any beneficial effects on local business. After a telephone survey of the mayors opinions, it was found that much of the shopping done with the handivan was for necessary goods, such as groceries, prescription drugs, and personal items.

One mayor stated that if the handivan were not available, the mobility disadvantaged person would likely have someone else do their shopping for them. Some mayors felt that the low incomes of most of the users did not allow for the purchase of many non-necessary or impulse goods. A brief examination of the average income of the users (based on those responding to the income question) reveals that their average income of $10,757 is significantly below the $30,630 average for all Manitobans. It was felt that most of the goods bought with the use of the handivan would be purchased regardless of the vans availability.

Many mayors felt that the most important benefit in using the handivan for shopping was the social aspect. To many, shopping for nonnecessities or even grocery shopping, can be a form of recreation. It may also allow the mobility disadvantaged a feeling of independence in doing personal business on their own. Getting the users out of their homes and feeling more independent is by far the greatest benefit in using the handivan for shopping.

Most mayors agreed that the effect on business of having customers use the handivan would not be a great one. The Mayor of Boissevain based on his experience in his drugstore said that the increased effect on sales of non-necessaries would range from 1-2% of the users annual income. Some of these non-necessaries might include hardware such as pots and pans, extra grocery items such as chocolate bars, candies and other desserts, some clothing and gifts.

When asked if the 1-2% of users income figure sounded reasonable, five out of the six other mayors thought it would be accurate. Only one community contacted did not feel that this would be completely accurate. He felt that due to the low income among handivan users, there would be no measurable effect on business. It was felt in this community that the only positive effect on the towns business would be to draw in customers from out-of-town but who still lived in the handivan's catchment area. He also felt that with the handivan the mobility disadvantaged person would not be forced to rely on the closest store. This would improve the users selection of goods, and may allow the users to take advantage of sales.

One mayor felt that the use of the handivan for shopping would benefit local business by decreasing the users' mail-order shopping. Many of the rural mobility disadvantaged may be forced to shop through catalogs. With the handivan they may be better equipped to stay in town and support local merchants.

Using the 1-2% figure estimated by the Mayor of Boissevain, multiplied by the average users annual income of $10,757 we may find the amount of spending the handivan has encouraged.

$10,757 x 0.01 = $107.57

$10,757 x 0.02 = $215.14

$10,757 x 0.015 = $161.36

Taking the average figure between 1% and 2% (or 1.5%), one may say that for every user using the handivan for shopping, an additional $161.36 is spent per year. This figure is spending that may not have been done in the community without the handivan.

To get a conservative estimate of the number of people under the study area that use the handivan for shopping, the 213 users surveyed was multiplied by the 9.0% of trips for shopping. This estimated that approximately 21 people use the handivan for shopping. (See table 19). This would not represent the true number as the trip number of trips considers those using the handivan for shopping many times. A difficulty noticed was that all available trip purpose data was on a per trip basis and no data is available for the number of actual people using the handivan. Taking 21 people and assuming they are spending an extra $161.36 each, the benefit to local business in the seven communities appears to be $3,388.56.

TABLE 19

EXTRA SPENDING WITH HANDIVAN PER COMMUNITY

COMMUNITY	NUMBER OF RESPONSES	% OF TRIPS TRIPS FOR SHOPPING	NUMBER OF PEOPLE USING FOR SHOPPING	EXTRA EXP. PER USER	EXTRA SPENDING PER COM.
Brokenhead (Beausejour)	9	0.098	1	$ 161.36	$161.36
Boissevain	30	0.098	3	161.36	484.08
Gimli	61	0.098	6	161.36	968.16
Neepawa	36	0.098	3	161.36	484.08
Souris	19	0.098	2	161.36	322.72
Winkler	42	0.098	4	161.36	645.44
Winnipegosis	213	0.098	2	161.36	322.72
Total	213	0.098	21	161.36	$3388.56

8. COMPARISON OF COSTS AND BENEFITS

As can be seen by Table 21, the operation of the handivan program in the seven communities cost the provincial government $75,600 in operating grants in 1987/88. This represents approximately 36.8% of the costs of providing service to the seven communities under study. User fees of $67,142 were collected in these communities representing 32.7% of the cost of providing this service. The remaining 30.5% of the funding is raised from the municipal governments, interest, private donations, and donations from other agencies. Many communities have been very successful in collecting donations, decreasing the share the municipal governments must sponsor. When comparing the 1987/88 figures to those in 1986/87 (shown in table 20), one can be quite confident that these figures accurately

represent the average costs to the community and are not just a deviation from normal. The cost of providing handivan service to the communities under study is $205,581. This would include the purchase of assets only during this time span and not those acquired previously. This would also not include the cost involved in administering the Program for Mobility Disadvantaged in Rural Manitoba. Another significant item not included is the value of the volunteer drivers and administrators time, without who the Program would not be possible.

The benefits the handivan helps provide to its users have been described at length previously. As nearly all of the benefits improve the quality-of-life of those availing themselves of the program, dollar values are difficult to obtain. For those that are possible to determine a dollar figure, this is a subjective interpretation based on opinion.

The quantifiable benefits appear to be the decreased need for admittance to personal care homes and increased local expenditure for businesses. As was seen previously 23 users in the seven communities would likely need to move into a personal care home if the handivan was not available. Multiplying the users needing to move by the annual cost of a personal care bed in their respective community, a figure of $360,128.25 is obtained. This is the approximate amount of money the government has saved on a yearly basis by making it possible for handivan users to live in their own homes. This does not include the cost of building new personal care home beds as many of these homes are at or near capacity.

Another benefit that the dollar value was estimated was the extra spending done with the handivan in each community. Using the 1-2% of users average annual income, a total figure of $3,388.56 was obtained. This represents the extra spending that would not be done if the handivan were not available. It does not include the spending for staple goods done with use of the handivan, as these would be purchased regardless.

The majority of benefits attributed to the handivan are non-quantifiable in nature. This is due to the fact that their effect is improvements to the users' quality-of-life. These benefits include the improvements to road safety with the elderly able to use the handivan instead of driving themselves. Users are less dependent on family and friends for transportation allowing a greater feeling of independence, ability to travel whenever the user wishes, and peace of mind and freedom for the family and friends of users.

Some users may not have been able to get out of the house at all without the handivan, and may now be able to attend activities they wish to. Users may also be able to save money compared to other alternative means of transportation such as taxis, ambulances, paying friends/relatives to drive them, or even running their own vehicles (when fuel, insurance, and maintenance are considered).

The greatest benefits lie in the activities users attend with the handivan. By making users' activities more accessible or even allowing users to attend previously impossible ones, the handivan is filling a great need. Those using the handivan for Adult Day Care can improve their opportunity to meet and socialize with others, improve their nutrition, and decrease the likelihood of social isolation. Social isolation can lead to poor nutrition and neglect of social and medical needs. The handivan plays an important role in the Adult Day Care Program meeting its mandate.

Users may also have the opportunity to utilize available medical care. Many use the handivan for their regular doctor checkups, dentist visits, operations, and even appointments in out-of-town medical facilities. Previously users may have used the ambulance for these purposes, but now are able to leave the ambulance to handle life-threatening situations.

Some users also take the handivan to get to work or school. This not only improves financial well-being but provides the opportunity for social interaction. As many of those using the handivan for employment attend vocational rehabilitation centres such as Trainex or Arc Industries, they may also benefit from the feeling of self-worth the handivan allows.

Many users are better able to do their own personal business and shopping with the handivan. This allows them an increased feeling of independence and enjoyment in doing their own basic personal tasks. Those using the van for visiting benefit from not being confined to their home and independently visit whomever they wish, whenever they wish. Many use the van for recreational purposes such as attending the Seniors Drop-In Centre in their community. Here they can spend time with peers, play games, do crafts, and possibly enjoy congregate meals. This too can decrease the possibility of social isolation. Some use the van to go on trips out of town. Occasionally trips can be arranged using the van to come to Winnipeg, attend local fairs, picnics, and concerts, or even just sight-seeing in the countryside. Often the handivan is used to take the mobility disadvantaged to the bus station to go out of town. Many use the handivan to go to church and church related activities improving their religious practice.

The handivan often helps users to maintain their independent living status. They may be able to stay in their own homes for a longer period of time if they can use the handivan to get around.

Potential users also benefit from the knowledge that the handivan will be available in their community should their circumstances change and are left without alternative forms of transportation.

Many users noticed marked improvements in their independence, ability to get around, social activities, health care, employment, education and religious practice since they have used the handivan. These improvements greatly outweigh the benefits to which dollar-figures are attached.

Combining the $360,128.25 saved by assisting users to remain in their own homes rather than personal care homes with the $3,388.56 in extra spending in local business, the figure of $363,516.81 is obtained. This is the quantifiable benefit of the handivan. This figure alone covers the $205,581 total cost of providing handivan service to the seven communities under study. When the many non-quantifiable benefits are considered, it is obvious that the program is much more than paying for itself. The benefits greatly outweigh the cost of $75,600 to the provincial government in form of operating grants.

TABLE 20

1986/87 HANDIVAN FUNDING FOR AREAS UNDER STUDY

	User Fees	Donations	Other	Municipal	PROVINCIAL Start-Up	Capital	Operating	Total
BROKENHEAD	2,351	5,862		15,000		10,000	4,641	37,854
BOISSEVAIN	5,913	2,172	5,237	5,000			4,822	23,144
GIMLI	18,921	515	14,453	8,800		10,000	19,307	71,996
NEEPAWA	9,990	3,650	65				16,466	30,171
SOURIS	3,552	2,400	192				3,516	9,660
WINKLER	7,656	1,744		5,000			13,707	27,607
WINNIPEGOSIS	1,075	100					3,920	5,095
TOTAL	49,458	16,443	19,947	33,800	0	20,000	65,879	$205,527

TABLE 21

1987/88 HANDIVAN FUNDING FOR AREAS UNDER STUDY

PROVINCIAL

	User Fees	Donations	Other	Municipal	Start-Up	Capital	Operating	Total
BROKENHEAD (BEAUSEJOUR)	10,937	2,208	142	5,000			8,277	25,564
BOISSEVAIN	6,915	3,947	2,122	5,000			5,405	23,389
GIMLI	19,718	4,110	12,422[1]				20,000	56,250
NEEPAWA	11,008	7,680	347				17,506	36,541
SOURIS	4,147	2,400	520				3,630	10,697
WINKLER	10,530	2,694		5,000			14,894	33,118
WINNIPEGOSIS	3,887	1,156	8,091[2]				5,888	19,022
TOTAL	67,142	24,195	23,644	15,000	0	0	75,600	$205,581

[1] Includes $10,000 grant from Manitoba Community Services Council to purchase a second vehicle.

[2] Includes $7,600 grant from Manitoba Community Services Council.

9. SUGGESTIONS FOR IMPROVEMENTS BY USERS

Handivan users were asked to comment on any suggestions for improvements regarding the service they felt would better suit their transportation needs.

9.1 INCREASE DEMAND

Respondents from both Beausejour and Winkler felt that there was a need to increase the number of users in their community. These users felt that the service should be better publicized to citizens who might be potential users of the service. A method of informing individuals might be a printed brochure listing the fares, schedules, hours of operation, etc. This brochure may be hand delivered throughout the community to private homes, personal care homes, seniors residences, and group homes. With an increased number of handivan users, more funds would be raised through user fees and possibly through increased donations. Users responding from Souris suggested a need for more "user meetings". These meetings would involve all individuals who use the handivan, to discuss areas of improvements concerning such topics as scheduling, hours of operation, and driver training.

9.2 CENTRALIZED PICK UP LOCATION

A proportion of users in Neepawa suggested a need for a central pick up location in the town centre. This might be described simply as a sheltered bench where users can rest while waiting for the handivan. This would not be considered a centralized pickup area, thus eliminating door to door service but rather a rest area for handivan users in the downtown area.

9.3 INCREASE HOURS WITH MORE DRIVERS

Gimli and Neepawa had respondents commenting on a need to increase hours after 6:00 p.m. Both communities operate their handivan service with use of paid full time drivers. It was suggested by a proportion of users in these towns to recruit volunteer drivers. These extra drivers would allow the service to run for extended hours into the evenings in order to better meet user needs.

Neepawa and Souris had users responding that there is a need for Sunday hours at operation. It may be assumed that these users require transportation to attend Sunday church service, which is an important spiritual activity for many individuals. Religious activities involves much social interaction such as choir, prayer meetings and bible studies. This social and religious stimulation is necessary to quality of life of individuals, especially to seniors. One way to achieve hours of service on Sundays might be to recruit more volunteer drivers. These drivers could volunteer their service for a few hours each Sunday to enable users to attend religious activities.

9.4 ORGANIZED GROUP TRIPS

A portion of users in Gimli suggested a need for more organized group trips to out of town destinations. These trips might include visits to Winnipeg to see events such as Folklorama, Bomber games, or the Manitoba Theatre Centre. Trips out of town help to reduce users feelings of in their own town, by exposing them to neighboring communities and their events. These group outings might be organized through the administration of Adult Day Care, members of the local senior Drop-In Centres, or the handivan administration.

9.5 PAY DRIVER FOR OVERTIME HOURS

A proportion of users in Gimli felt that their professional full time driver should be paid for any overtime hours worked. Many times handivan drivers are extremely dedicated to meeting the transportation needs of all individual handivan users. This may involve working extra hours during weekdays and/or weekends. Handivan councils in these such communities might attempt at either paying overtime to these drivers, or recruiting extra volunteer drivers to service the transportation needs of users. It should be noted that many drivers who work overtime hours do so because of the satisfaction gained in meeting the transportation needs of those users who depend on them. Some drivers may not wish to be paid for any overtime hours, and would rather volunteer their time than have other individuals drive the van.

9.6 NEED FOR FULL TIME DRIVER

Some users in Souris have suggested a need for a full time paid driver. At present, the service is run by Souris hospital employees and volunteers. Some handivan users have stated that the van remains idle for periods of time, even when there is a demand for its use. A full time driver would be available for the stated hours of operation, where volunteers could drive during evening hours and weekends.

9.7 PAY BY KILOMETRES TRAVELLED

A proportion of users in Neepawa would prefer paying for the handivan in terms of kilometres travelled within town instead of a flat rate. Some users feel that the fare is too expensive for travelling short distances within town. They suggest that users should pay by distance travelled, thus paying less for shorter trips in town, and more for longer distance trips. Some users feel this is a more equitable system than a flat rate user fee.

9.8 PAY WHEN VAN WAITS EN ROUTE

Some respondents from Gimli felt that handivan users should have to pay an extra fee for times when the van waits for passengers during the course of their trip. The driver may have to wait for a passenger at the pickup location. The van might also make extra stops en route for those passengers who may need to pickup groceries, mail, or other such errands. Users have commented that they would be willing to pay extra for these services.

9.9 IMPROVEMENTS TO VAN ITSELF

A number of Souris users responding felt that their handivan requires more hand bars. Some users suggested that these bars be placed near the doorway of the van to allow easier entrance and exit. Comments from a proportion of Souris users also state a need to acquire a larger van. These users might feel cramped inside when the van is filled to capacity. The seats may also be found as too narrow, with not enough leg room for passengers to enjoy a comfortable ride.

10. SUGGESTIONS FOR IMPROVEMENTS BY POTENTIAL USERS

10.1 INCREASE PROMOTIONAL EFFORTS

Potential users responding from Boissevain felt that there was a need for increased promotion of the service. These respondents felt that many potential users may not be using the handivan because they are unaware of such things as eligibility requirements fares, and hours of operation. As mentioned previously the community's handivan council may wish to print a brochure describing the services main features. This brochure could be distributed through churches, Adult Day Care Centres, Seniors Drop-In

Centres, group homes, personal care homes and the like. It is hoped that an increased promotional effort will inform potential users and hopefully increase their demand for the handivan.

10.2 NEED EXTENDED HOURS

Potential users responding from Neepawa and Souris commented on a need for extended hours of service during weekday evenings and Sundays. (Users in Neepawa also made this request). As previously stated, the service in Souris operates with hospital employees and volunteers. Neepawa employees a full-time paid driver. Suggestions were made to possibly recruit additional volunteer drivers to enable the handivan service to operate for extended hours of operation.

10.3 PAY WHEN VAN WAITS EN ROUTE

Some potential users responding from Beausejour did not feel they should have to pay extra for the time when the van waits for them. This might include the van waiting at its pickup location, or extra stops requested made during a trip. This comment differs significantly from handivan users in Gimli who stated they would be willing to pay for this extra wait.

10.4 NEED FOR GROUP RATES

And finally, a proportion of potential users responding from Neepawa felt a need for group fare rates. These individuals commented that the fare should be discounted to users when travelling as a member of a group to one location. This reduced fare would hopefully encourage more potential users to start using the handivan.

11. SUMMARY AND CONCLUSION

As shown previously, only 59% of potential users surveyed have never tried to use the service. Thus, the remaining 41% of those surveyed have used the handivan at least on one occasion. Problems encountered by those trying to use the service were very low in proportion to the total number responding. Of those individuals who have encountered a problem with the handivan, 74% would not begin to use the service if these problems were corrected. The main reason given is that these individuals prefer their present means of transportation.

The fare level charged in each community was found not to be a significant deterrent in the potential users decision to use the handivan. The majority (79%) of those responding said that fares charged is not a major reason for not using the handivan. This finding is based on fares charged at the time of this study. Results may change significantly with an increase in the level of fares charged.

The majority (99%) of potential users surveyed are aware of the handivan service available in their community. Another 79% believed they were eligible to use the service. The main reason given for believing they are eligible was that they were over 65 years of age. These results show that the most potential users are aware of the service, and know that they are eligible to use the service if they needed to.

Based on this study, the main reason potential users do not use the handivan is that they prefer their present means of transportation. As many as 63% of those responding are able to drive themselves, 28% rely on their spouse, and another 36% depend on either a family member, friend, or relative to drive them. Among those individuals who drive themselves, many may chose not to drive any longer. A possible reason may be attributed to failing mental and/or physical health. These individuals may simply begin to find driving their own vehicle as too much of an effort, and would rather rely on someone else to do the driving. The

handivan service is one means available to help meet transportation needs of eligible individuals.

A number of potential users surveyed (37%) felt the handivan service is excellent, and meets the transportation needs of those who use the service. A number of respondents felt the handivan allows users the freedom of independence, by reducing reliance on relatives and friends for their transportation needs. A proportion of respondents felt the handivan is a great asset to the seniors of the community, reducing "in-home" isolation, especially during the long cold winter months.

Many potential users surveyed felt the handivan is a necessary service and needs to be continued in the future. These individuals feel comforted and rest assured that the handivan is a convenient, dependable and safe means of transportation available for their use when the need arises.

Based on this study, the handivan service appears to be adequately meeting the transportation needs of its many users. Many individuals surveyed commented that the use of the handivan decreases their dependence on family and friends for transportation. Of those who continue to drive themselves, the handivan has enabled them to reduce the amount of driving they have to do in less than ideal weather conditions. Many activities that users presently attend are made more easily accessible. Also, various activities are now made accessible, where users were otherwise unable to attend before the handivan. Users are generally less socially isolated, especially during the winter months. The majority of users felt the service is worth the fare charged (based on present rates), and is in most cases less expensive than alternative means of transportation. A low proportion of users have encountered some form of problem with the service. However, the majority of respondents did not feel their problem was severe enough to warrant a formal complaint to an operator of the service.

The handivan service is a necessary means to provide all eligible users a means of transportation in their community. There is an overall need among potential users of the service (who may use the handivan in future years) and present users to ensure its continuance in the participating communities.

The benefits associated with the provision of handivan service to the communities under study greatly outweigh the costs associated. The provincial government and all parties involved including the federal government for capital grants awarded to some Manitoba communities are obtaining very good value for the dollars they have invested. The effects on the lives of users have been quite dramatic and the vast majority are very pleased with their service.

The philosophy of allowing the community to decide how to operate their service based on their resources available is economical and optimally meets the needs of its users. The Program for Transportation of the Mobility Disadvantaged in Rural Manitoba is greatly assisting to improve the quality-of-life of many Manitobans.

APPENDICES

APPENDIX A

FILE NO: 15-80-9

DATE

a

DEAR b :

THE DEPARTMENT OF HIGHWAYS AND TRANSPORTATION IS LOOKING FOR WAYS TO IMPROVE THE PROGRAM FOR TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN MANITOBA. THIS PROGRAM HELPS FUND YOUR HANDIVAN SERVICE IN c . WITH YOUR HELP WE HOPE TO DISCOVER HOW WELL YOUR TRANSPORTATION NEEDS ARE BEING MET AND TO FIND POSSIBLE WAYS TO IMPROVE YOUR HANDIVAN SERVICE.

PLEASE COMPLETE THE ENCLOSED QUESTIONNAIRE. YOU DO NOT HAVE TO INDICATE YOUR NAME OR ADDRESS ON THE QUESTIONNAIRE UNLESS YOU WISH. WE WILL KEEP THE INFORMATION YOU PROVIDE CONFIDENTIAL AND NO INFORMATION WILL BE REVEALED ON AN INDIVIDUAL BASIS. PLEASE ANSWER AS MANY AS POSSIBLE BUT FEEL FREE TO OMIT ANY QUESTIONS YOU DO NOT WISH TO ANSWER.

PLEASE RETURN YOUR COMPLETED FORM IN THE POSTAGE PAID ENVELOPE AS SOON AS POSSIBLE. WE WOULD LIKE TO RECEIVE ALL THE FORMS BY d , AT THE LATEST.

IF YOU HAVE QUESTIONS REGARDING THE SURVEY, PLEASE FEEL FREE TO CALL ANITA SWIDERSKI OR DAN KELLY AT 945-7966.

YOUR COOPERATION IS GREATLY APPRECIATED.

YOURS TRULY,

WES GRAHAM
MANAGER
TRANSPORTATION PROGRAMS

ENCLOSURE

/AB:USERS

HANDIVAN USER SURVEY

PLEASE COMPLETE SURVEY AND RETURN IT BY _____ TO:

TRANSPORTATION PROGRAMS
DEPARTMENT OF HIGHWAYS AND TRANSPORTATION
15TH FLOOR - 215 GARRY STREET
WINNIPEG, MANITOBA
R3C 3Z1

1) BEFORE THE HANDIVAN, HOW MANY TIMES PER MONTH DID YOU GO TO ANY OF THE FOLLOWING:

(EXAMPLE: SCHOOL (5) TIMES PER MONTH)

MEDICAL APPOINTMENTS	( ) TIMES PER MONTH
SCHOOL	( ) TIMES PER MONTH
WORK	( ) TIMES PER MONTH
ADULT DAY CARE	( ) TIMES PER MONTH
SHOPPING OR PERSONAL BUSINESS	( ) TIMES PER MONTH
CHURCH OR RELIGIOUS ACTIVITIES	( ) TIMES PER MONTH
VISITING FRIENDS OR RELATIVES	( ) TIMES PER MONTH
RECREATION OR SOCIAL GROUP	( ) TIMES PER MONTH
CONGREGATE MEALS	( ) TIMES PER MONTH

2) WITH THE HANDIVAN NOW, HOW MANY TIMES PER MONTH DO YOU GO TO ANY OF THE FOLLOWING:

MEDICAL APPOINTMENTS	( ) TIMES PER MONTH
SCHOOL	( ) TIMES PER MONTH

WORK	( ) TIMES PER MONTH
ADULT DAY CARE	( ) TIMES PER MONTH
SHOPPING OR PERSONAL BUSINESS	( ) TIMES PER MONTH
CHURCH OR RELIGIOUS ACTIVITIES	( ) TIMES PER MONTH
VISITING FRIENDS OR RELATIVES	( ) TIMES PER MONTH
RECREATION OR SOCIAL GROUPS	( ) TIMES PER MONTH
CONGREGATE MEALS	( ) TIMES PER MONTH

3) HOW WOULD YOU GET AROUND IF THE HANDIVAN SERVICE WAS NOT AVAILABLE: (CHECK AS MANY AS APPLY TO YOU)

( ) I WOULD DRIVE MYSELF
( ) MY SPOUSE WOULD DRIVE ME
( ) A RELATIVE WOULD DRIVE ME
( ) A NEIGHBOUR OR FRIEND WOULD DRIVE ME
( ) I WOULD TAKE A TAXI
( ) I WOULD TAKE AN AMBULANCE
( ) I WOULD USE A WHEELCHAIR
( ) I WOULD NOT BE ABLE TO GET AROUND WITHOUT HANDIVAN
( ) OTHER:

4) HAVE YOU EVER HAD ANY PROBLEMS IN ARRANGING FOR HANDIVAN SERVICE: (CHECK AS MANY AS APPLY TO YOU)

( ) HAD TROUBLE GETTING THROUGH ON BUSY PHONE LINE
( ) COULD NOT GET A TRIP AT THE TIME I WANTED
( ) I WAS REFUSED A RIDE
( ) THE HANDIVAN WAS LATE
( ) THE HANDIVAN DID NOT ARRIVE

( ) THE HOURS OF OPERATION ARE NOT SUITABLE FOR ME
( ) THE HANDIVAN COULD NOT TAKE ME AS FAR AS I WANTED TO GO
( ) NO PROBLEMS
( ) OTHERS:

5) HAVE YOU EVER HAD ANY PROBLEMS WITH THE HANDIVAN SERVICE ITSELF: (CHECK AS MANY AS APPLY TO YOU)

( ) HANDIVAN TOO WARM IN SUMMER
( ) HANDIVAN TOO COLD IN WINTER
( ) HANDIVAN IS DIFFICULT TO GET IN AND OUT OF
( ) DRIVER SHOULD HAVE MORE TRAINING IN HANDLING ELDERLY AND DISABLED PASSENGERS
( ) HANDIVAN UNCOMFORTABLE
( ) NO PROBLEMS
( ) OTHERS:

6) DO YOU FEEL THE HANDIVAN SERVICE IS WORTH THE FARE CHARGED:

( ) YES
( ) NO

PLEASE EXPLAIN:

7) HAVE YOU EVER COMPLAINED ABOUT THE HANDIVAN SERVICE TO THOSE INVOLVED IN RUNNING THE SERVICE:

( ) I HAVE HAD NO PROBLEMS WITH THE SERVICE
( ) I HAVE HAD PROBLEMS, BUT I HAVE NOT COMPLAINED
( ) I HAVE COMPLAINED, BUT IT WAS NOT DEALT WITH
( ) I HAVE COMPLAINED, AND IT WAS HANDLED WELL

COMMENTS:

8) HAS THE HANDIVAN ENABLED YOU TO REDUCE THE DRIVING YOU HAVE TO DO: (CHECK AS MANY AS APPLY TO YOU)

( ) I NO LONGER DRIVE IN BAD WEATHER
( ) I NO LONGER DRIVE IN THE WINTER
( ) I NO LONGER DRIVE AT NIGHT
( ) I HAD TO STOP DRIVING BEFORE HANDIVAN WAS AVAILABLE
( ) I NO LONGER DRIVE AT ALL
( ) I HAVE NEVER DRIVEN

9) IS IT EASIER TO GET TO YOUR ACTIVITIES WITH THE USE OF THE HANDIVAN:

( ) YES
( ) NO

PLEASE LIST ACTIVITIES:

10) HAS THE HANDIVAN ALLOWED YOU TO DO THINGS THAT YOU COULD NOT DO BEFORE?

( ) YES
( ) NO

PLEASE LIST ACTIVITIES:

11) IS THE HANDIVAN LESS EXPENSIVE THAN OTHER MEANS OF TRANSPORTATION AVAILABLE TO YOU:

( ) NO
( ) YES, PLEASE IDENTIFY COST OF OTHER MEANS OF TRANSPORTATION (IF KNOWN)

12) WHAT TYPE OF RESIDENCE DO YOU LIVE IN:

( ) SINGLE FAMILY HOME OR FARM
( ) APARTMENT
( ) ELDERLY PERSONS' HOUSING (SENIORS RESIDENCE)
( ) PERSONAL CARE HOME
( ) GROUP HOME
( ) OTHER:

13) IF THE HANDIVAN WAS NOT AVAILABLE WOULD YOU NEED TO MOVE INTO SOME OTHER TYPE OF RESIDENCE (EG. PERSONAL CARE HOME, ELDERLY PERSONS HOUSING, GROUP HOME).

( ) YES
( ) NO
( ) ALREADY LIVE IN SUCH A RESIDENCE

14) HAS THE HANDIVAN ALLOWED YOU TO EARN AN INCOME MORE EASILY (EG. EMPLOYMENT).

( ) NO
( ) YES, PLEASE DESCRIBE HOW IT DOES THIS

15) HOW DOES THE HANDIVAN MAKE YOU FEEL ABOUT YOURSELF: (PLEASE CHECK AS MANY AS APPLY TO YOU).

( ) MORE INDEPENDENT
( ) BETTER ABLE TO GET AROUND
( ) MORE COMFORTABLE TRAVELLING
( ) OTHERS:

16) HAS THE HANDIVAN HELPED IMPROVE YOUR: (CHECK AS MANY AS APPLY TO YOU)

( ) EDUCATION
( ) EMPLOYMENT
( ) HEALTH CARE
( ) RELIGIOUS ACTIVITIES

( ) SOCIAL ACTIVITIES
( ) OTHER:

PLEASE DESCRIBE HOW IT HAS DONE THIS.

WE WOULD LIKE TO GET TO KNOW A LITTLE BIT MORE ABOUT YOU.

17) ARE YOU:

( ) MALE
( ) FEMALE

18) WHAT AGE GROUP DO YOU BELONG TO:

( ) 0 - 19
( ) 20 - 44
( ) 45 - 54
( ) 55 - 64
( ) 65 - 74
( ) 75 AND OVER

19) OCCUPATION:

( ) WORKING
( ) UNEMPLOYED OR SEEKING WORK
( ) RETIRED
( ) HOMEMAKER
( ) STUDENT

20) DO YOU LIVE:

( ) ALONE
( ) WITH ONE OTHER PERSON
( ) WITH TWO, THREE, OR FOUR OTHER PEOPLE
( ) WITH OVER FIVE OTHER PEOPLE

21) WHICH OF THE FOLLOWING BEST ESTIMATES YOUR TOTAL FAMILY INCOME?

( ) LESS THAN $8,000
( ) $ 8,000 - 12,000
( ) $12,000 - 18,000
( ) $18,000 - 25,000
( ) $25,000 - 35,000
( ) OVER $35,000

22) DO YOU USE ANY OF THE FOLLOWING AIDS TO HELP YOU GET ABOUT?

( ) I DON'T NEED AN AID TO GET AROUND
( ) I USE A CANE
( ) I USE A WALKER
( ) I USE A WHEELCHAIR

23) DO YOU HAVE ANY OF THE FOLLOWING?

( ) HEARING IMPAIRMENT
( ) VISUAL IMPAIRMENT
( ) PHYSICAL HANDICAP
( ) FORGETFULNESS
( ) NONE OF THE ABOVE
( ) OTHER:

24) DO YOU HAVE ANY COMMENTS, CONCERNS, OR SUGGESTIONS FOR IMPROVEMENTS REGARDING YOUR HANDIVAN SERVICE?

THANK YOU VERY MUCH FOR YOUR TIME. IF WE NEED TO DISCUSS THIS FURTHER, WE MAY WISH TO CONTACT YOU. IF YOU WOULD LIKE TO DISCUSS THIS IN MORE DETAIL, PLEASE FILL OUT THE INFORMATION BELOW. ALL INFORMATION WILL BE CONFIDENTIAL.

ONLY COMPLETE IF YOU WISH:

NAME:

ADDRESS:

APT. NO.

TOWN:

POSTAL CODE:

TELEPHONE NUMBER:

APPENDIX B

FILE NO: 15-80-9

DATE

a

DEAR b :

THE DEPARTMENT OF HIGHWAYS AND TRANSPORTATION IS LOOKING FOR WAYS TO IMPROVE THE PROGRAM FOR TRANSPORTATION OF THE MOBILITY DISADVANTAGED IN MANITOBA. THIS PROGRAM HELPS FUND THE HANDIVAN SERVICE IN c . WITH YOUR HELP WE HOPE TO DISCOVER HOW WELL TRANSPORTATION NEEDS ARE BEING MET IN YOUR COMMUNITY, AND TO STUDY HOW THE HANDIVAN HELPS MEET THOSE NEEDS.

PLEASE COMPLETE THE ENCLOSED QUESTIONNAIRE. YOU DO NOT HAVE TO INDICATE YOUR NAME OR ADDRESS ON THE QUESTIONNAIRE UNLESS YOU WISH. WE WILL KEEP THE INFORMATION YOU PROVIDE CONFIDENTIAL AND NO INFORMATION WILL BE REVEALED ON AN INDIVIDUAL BASIS. PLEASE ANSWER AS MANY AS POSSIBLE BUT FEEL FREE TO OMIT ANY QUESTIONS YOU DO NOT WISH TO ANSWER.

PLEASE RETURN YOUR COMPLETED FORM IN THE POSTAGE PAID ENVELOPE AS SOON AS POSSIBLE. WE WOULD LIKE TO RECEIVE ALL THE FORMS BY d AT THE LATEST.

IF YOU HAVE QUESTIONS REGARDING THE SURVEY, PLEASE FEEL FREE TO CALL ANITA SWIDERSKI OR DAN KELLY AT 945-7966.

YOUR COOPERATION IS GREATLY APPRECIATED.

YOURS TRULY,

WES GRAHAM
MANAGER
TRANSPORTATION PROGRAMS

ENCLOSURE

/AB:POTENTIAL

POTENTIAL USER SURVEY

PLEASE COMPLETE THE SURVEY AND RETURN BY _____, TO:

TRANSPORTATION PROGRAMS
HIGHWAYS AND TRANSPORTATION
15TH FLOOR - 215 GARRY STREET
WINNIPEG, MANITOBA
R3C 3Z1

1) HOW MANY TIMES PER MONTH DO YOU GO TO ANY OF THE FOLLOWING:

(EXAMPLE: SCHOOL (5) TIMES PER MONTH)

MEDICAL APPOINTMENTS	( ) TIMES PER MONTH
SCHOOL	( ) TIMES PER MONTH
WORK	( ) TIMES PER MONTH
ADULT DAY CARE	( ) TIMES PER MONTH
SHOPPING OR PERSONAL BUSINESS	( ) TIMES PER MONTH
CHURCH OR RELIGIOUS ACTIVITIES	( ) TIMES PER MONTH
VISITING FRIENDS OR RELATIVES	( ) TIMES PER MONTH
RECREATION OR SOCIAL GROUP	( ) TIMES PER MONTH
CONGREGATE MEALS	( ) TIMES PER MONTH

2) WHAT IS YOUR PRESENT MEANS OF TRANSPORTATION: (CHECK AS MANY AS APPLY TO YOU).

( ) I DRIVE MYSELF
( ) MY SPOUSE DRIVES ME
( ) A RELATIVE DRIVES ME
( ) A NEIGHBOUR OR FRIEND DRIVES ME
( ) I TAKE A TAXI
( ) I TAKE AN AMBULANCE
( ) I WALK

( ) I USE A WHEELCHAIR
( ) I AM UNABLE TO GET AROUND
( ) OTHER:

3) IS THERE A HANDIVAN SERVICE AVAILABLE IN YOUR COMMUNITY?

( ) YES
( ) NO
( ) NOT AWARE OF

4) HOW WOULD YOU DESCRIBE PEOPLE WHO <u>CAN</u> USE THE HANDIVAN?

5) ARE <u>YOU</u> ELIGIBLE TO USE THE HANDIVAN?

( ) YES
( ) NO
( ) UNSURE

6) DO YOU FEEL YOU <u>SHOULD</u> BE ELIGIBLE TO USE THE HANDIVAN?

( ) NO
( ) YES; PLEASE EXPLAIN WHY

7) WOULD IT BE EASIER FOR YOU TO GET AROUND WITH THE HANDIVAN?

( ) YES
( ) NO
( ) UNSURE

8) WHAT ACTIVITIES WOULD BE EASIER TO GET TO WITH THE HANDIVAN? (PLEASE LIST ACTIVITIES)

9) HAVE YOU EVER HAD ANY PROBLEMS IN TRYING TO USE THE HANDIVAN SERVICE? (CHECK AS MANY AS APPLY TO YOU)

( ) NEVER TRIED TO USE THE SERVICE
( ) PREFER PRESENT MEANS OF TRANSPORTATION
( ) HAD TROUBLE GETTING THROUGH ON BUSY PHONE LINE
( ) COULD NOT GET TRIP AT TIME I WANTED
( ) I WAS REFUSED A RIDE
( ) THE HANDIVAN WAS LATE
( ) THE HANDIVAN DID NOT ARRIVE
( ) HOURS OF OPERATION ARE NOT SUITABLE FOR ME
( ) DRIVER SHOULD HAVE MORE TRAINING IN HANDLING ELDERLY AND DISABLED PASSENGERS
( ) HANDIVAN UNCOMFORTABLE

( ) HANDIVAN COULD NOT TAKE ME AS FAR AS I WANTED TO GO
( ) NO PROBLEMS
( ) OTHERS:

10) IF THE PROBLEMS YOU HAVE CHECKED IN QUESTION 9 WERE CORRECTED, WOULD YOU BEGIN TO USE THE HANDIVAN SERVICE?

( ) YES
( ) NO; PLEASE EXPLAIN WHY YOU WOULD STILL NOT USE IT.

11) ARE THE FARES CHARGED FOR THE HANDIVAN A MAJOR REASON WHY YOU DO NOT USE THIS SERVICE?

( ) YES
( ) NO
( ) UNAWARE OF FARES

WE WOULD LIKE TO GET TO KNOW A LITTLE BIT MORE ABOUT YOU:

12) ARE YOU:

( ) MALE
( ) FEMALE

13) WHAT AGE GROUP DO YOU BELONG TO:

( ) 0 - 19
( ) 20 - 44
( ) 45 - 54
( ) 55 - 64
( ) 65 - 74
( ) 75 AND OVER

14) OCCUPATION:

( ) WORKING
( ) UNEMPLOYED OR SEEKING WORK
( ) RETIRED
( ) HOMEMAKER
( ) STUDENT

15) WHAT TYPE OF RESIDENCE DO YOU LIVE IN?

( ) SINGLE FAMILY HOME OR FARM
( ) APARTMENT
( ) ELDERLY PERSONS' HOUSING (SENIORS RESIDENCE)
( ) PERSONAL CARE HOME
( ) GROUP HOME
( ) OTHER:

16) DO YOU LIVE:

( ) ALONE
( ) WITH ONE OTHER PERSON
( ) WITH TWO, THREE, OR FOUR OTHER PEOPLE
( ) WITH OVER FIVE OTHER PEOPLE

17) WHICH OF THE FOLLOWING BEST ESTIMATES YOUR TOTAL FAMILY INCOME?

( ) LESS THAN $ 8,000
( ) $ 8,000 - $12,000
( ) $12,000 - $18,000
( ) $18,000 - $25,000
( ) $25,000 - $35,000
( ) OVER $35,000

18) DO YOU USE ANY OF THE FOLLOWING AIDS TO HELP YOU GET ABOUT?

( ) I DON'T NEED AN AID TO GET AROUND
( ) I USE A CANE
( ) I USE A WALKER
( ) I USE A WHEELCHAIR

19) DO YOU HAVE ANY OF THE FOLLOWING?

( ) HEARING IMPAIRMENT
( ) VISUAL IMPAIRMENT
( ) PHYSICAL HANDICAP
( ) FORGETFULNESS
( ) NONE OF THE ABOVE
( ) OTHER:

20) DO YOU HAVE ANY COMMENTS, CONCERNS, OR SUGGESTIONS FOR IMPROVEMENTS REGARDING THE HANDIVAN SERVICE AVAILABLE IN YOUR COMMUNITY?

THANK YOU VERY MUCH FOR YOUR TIME. IF WE NEED TO DISCUSS THIS FURTHER, WE MAY WISH TO CONTACT YOU. IF YOU WOULD LIKE TO DISCUSS THIS IN MORE DETAIL, PLEASE FILL OUT THE INFORMATION BELOW. ALL INFORMATION WILL BE CONFIDENTIAL.

ONLY COMPLETE IF YOU WISH:

NAME:

ADDRESS:

APT. NO.:

TOWN:

POSTAL CODE:

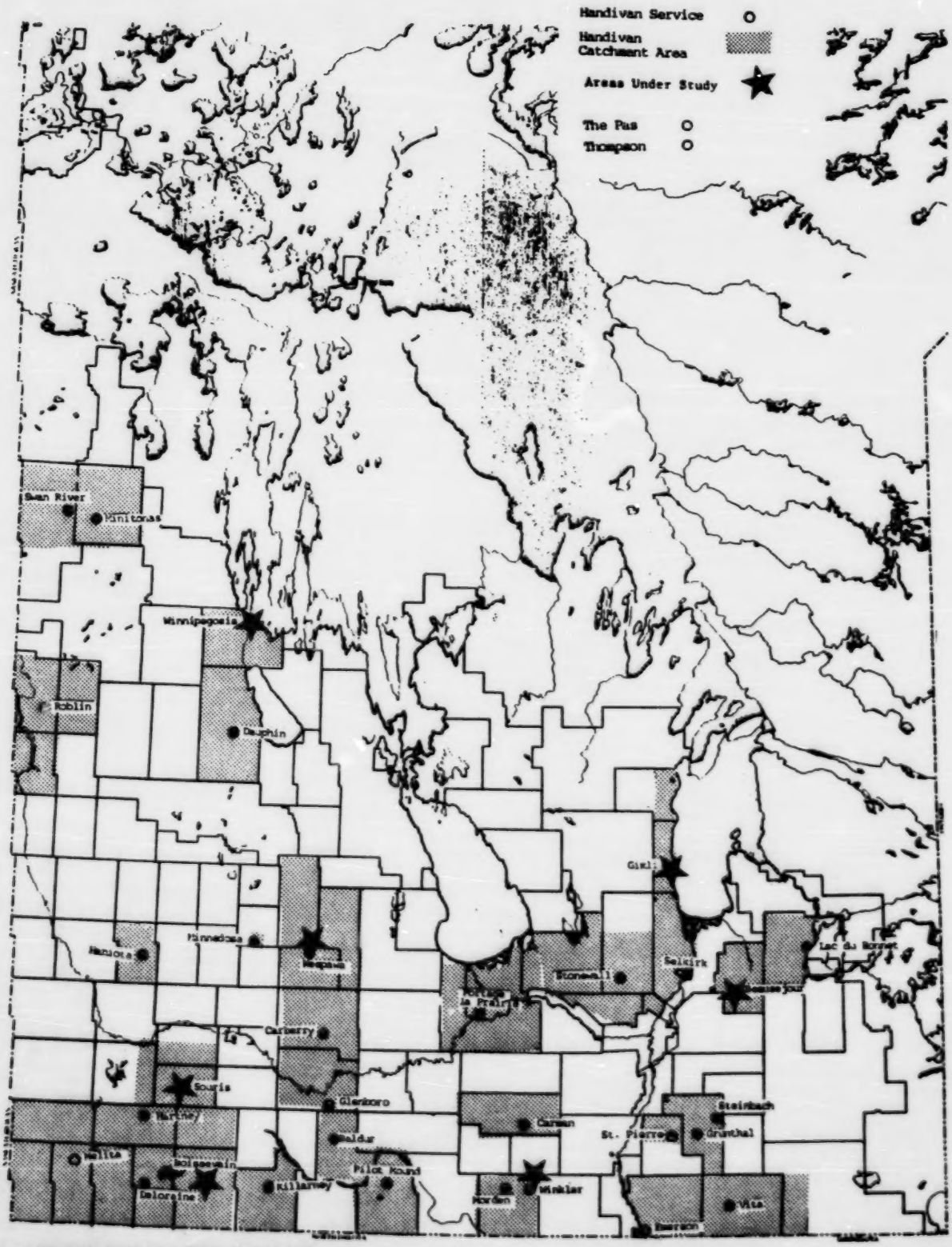
TELEPHONE NUMBER:

DK/AS/AB:POT-USR

APPENDIX C

MAP OF AREAS UNDER STUDY

HANDIVAN SERVICES IN
RURAL MANITOBA



APPENDIX D

USER SURVEY RESPONSE

APPENDIX D
USER SURVEY RESPONSE
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
NO. OF RESPONSES	9	30	61	36	19	42	16	213
1. Before the Handivan, how many times per month did you go to the following?								
Medical Appointments	13	5	12	21	12	3	11	12
School			3					1
Work		7	21			6		10
Adult Day Care	17		7	10	18	1		6
Shopping or Personal Business	29	20	15	24	17	25	39	21
Church or Religious Activities	15	14	6	13	14	25	11	13
Visiting Friends or Relatives	9	15	11	9	11	18	35	14
Recreation of Social Group	15	34	17	11	15	6	4	17
Congregate Meals	1	5	6	13	11	3		6
Blank								
2. With the handivan, how many times per month did you go to?								
Medical Appointments	16	5	12	20	4	12	11	10
School			.7			7		1
Work		7	30					20
Adult Day Care	29	1	12	24	50	4		12
Shopping or Personal Business	22	16	13	18	3	26	39	15
Church or Religious Activities	2	12	5	5	4	15	11	8
Visting Friends or Relatives	11	8	10	11	3	14	35	10
Recreation or Social Group	18	49	14	9	15	10	4	19

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
2. (cont'd) Congregate Meals	2	2	3	14	21	4		5
Blank								
3. How would you get around if handivan was not available?								
Blank								
I would drive myself	11	48	7	12	6	5		12
My spouse would drive me	33		5	3	24	10		7
A relative would drive me	56	37	36	42	71	60	50	47
A neighbour or friend would drive me	22	30	58	58	24	63	56	50
I would take a taxi			27	6		30	13	16
I would take an ambulance	33	4	10	18	18	5		10
I would use a wheelchair		4	5	18	29	5	6	9
I would not be able to get around		7	10	15	6	5	19	9
Walk		4	10	12	6	10	6	8
Other	11					3		1
4. Have you ever had any problems in arranging for handivan service?								
Blank								
Had trouble on busy phone line	14	8				9	14	4
Could not get trip at time wanted	14	8	15	13	15	13	7	12
I was refused a ride	14		2					1
The handivan was late	14			20	31	16		9
The handivan did not arrive	29		2		23	6		4

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
Hours of operation not suitable		8	9	13	15	16		10
Couldn't go as far as I wanted		4	8					3
No problems	57	85	77	67	77	59	86	72
Others					8	3		1
5. Have you ever had problems with the handivan itself?								
Blank								
Handivan too warm in summer	14	4	4	7	29	6	47	10
Handivan too cold in winter		4	4		7			2
Handivan difficult to get in/out of		8	5					3
Driver needs more training in handling disabled and elderly	14	4		3	21			3
Handivan uncomfortable				7	36		7	4
No problems	71	92	86	80	57	94	47	82
Others								
6. Do you feel handivan is worth fare charged?								
Blank								
Yes	78	100	100	88	93	85	100	93
No	22			12	7	15		7
Explanation: Cut down use with higher fare		4						.5
Driver goes beyond call of service		4						.5
Less than running own car		4	6	3		3		3

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
Explanation (cont'd) Need for group rates					7			.5
Very reasonable			9		20	3	13	6
Too expensive				9		13		4
Less than taxi				3				1
Would use even if fare doubled							6	.5
7. Have you ever complained about the handivan service to those involved in running the service?								
Blank								
No problems	67	93	92	86	91	90	100	89
Had problems/not complained			4	4		3		3
Have complained/not dealt with	11			10	9	7		3
Have complained/dealt with well	22	7	4					5
8. Has the handivan enabled you to reduce the driving you have to do?								
Blank								
No longer drive in bad weather	13	48	8	7		6		12
No longer drive in the winter		28	8	3		3		7
No longer drive at night		20	6	7		3		6
Had to stop before handivan	38	8	12	10	40	9	7	14
No longer drive at all	50	28	12	59	67	36	7	32
Never driven	13	20	81	24	13	61	86	50

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
9. Is it easier to get to your activities with handivan.								
Blank								
Yes	100	100	100	100	100	93	100	98
No						7		2
Activities:								
Recreation/social (seniors centre)	14	44	45	13	38	3	7	28
Doctors/Medical	14	8	14	30	19	13	7	15
Church		24		4		3	13	6
Shopping	29	8	16	17	6	13	7	13
Visiting	29	12	9	17		6	7	10
Meetings		4			13			2
Bus Depot				17			7	3
Personal Business (bank, hairdresser)			7	8	6		7	5
Family outings								
Child day care						3		.6
Adult day care	29		20		31	3		11
Work			7		6	3		3
Trips (to Wpg., in country)	29			8				2
Volunteer			2					.6
School						3		.6

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
10. Has the handivan allowed you to do things you couldn't do before?								
Blank								
Yes	60	79	94	55	88	62	80	78
No	40	21	6	45	12	38	20	22
Activities:								
Recreation/social	40	26	31	6	50	3	13	23
Medical/Doctors		11	2	11		11	13	7
Church		11						1
Shopping		11	13			7		7
Bus Depot		11						1
Personal business (hairdresser, bank)					6	3		1
Adult day care			19		25			9
Trips (out of town)				6	13			2
Visiting			6			3	7	3
Work			4		6			2
Meeting		5			6			1
11. Is handivan less expensive than other means available to you?								
No	50	20	2	53	22	56		24
Yes	50	80	98	47	78	44	100	76
Blank								

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
11. Comments: (cont'd)								
Less than taxi		13	24		11	15	7	15
Very reasonable				7			7	2
Less than friends/ relatives		7	2		11	8		4
More than running private vehicle	25	7						2
Ambulance more expensive	25			7	11			2
More than friends/ relatives			2					.8
Too much for short trips				7				.8
Less than private vehicle		7			11			2
12. Type of residence.								
Blank								
Single family home or farm		39	52	26	63	47	31	42
Apartment		24	10	11		15		11
Elderly persons housing (seniors residence)	78	34	28	43	11	29		30
Personal care home	22	3		20	26	5	19	9
Group home			10			2	50	7
Other						2		1
13. If the handivan were not available would you "Need to move to another residence." (eg. personal care home, elderly persons housing, group home)?								
Blank								
Yes		32	14	11	6	9	13	14
No	33	32	60	35	56	62	20	44
Already live in such residence	67	36	26	54	38	29	67	42

USER SURVEY
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	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
14. Allowed you to earn income.								
Blank								
No	100	100	68	100	100	100	60	87
Yes			32				40	13
15. Attitude about yourself.								
Blank	1	8	9	11	6	14	2	51
More independent	3	19	37	15	6	10	13	103
Better able to get around	5	15	38	13	10	17	3	101
More comfortable travelling	3	7	18	5	5	13		51
Others					1			1
16. Has handivan improved your.								
Blank								
Education			2			6		2
Employment			30			13	36	17
Health Care	33	57	52	85	69	69	57	60
Religious activities		57	24		15	31	64	28
Social activities	83	71	63	23	77	50	86	63
Description:								
Blank								
Availability of transport	25				38			13

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
16. Description: (cont'd)								
Organized group outing	25							3
Winter accessibility	25							3
Trips out of town	25							3
Able to visit family/ friends							100	3
Visit old business (old man feels best there)							100	3
Was not able to get out before						25		3
Able to go to family outings (wedding)						25		3
Less dependent on family/friends		100	60	25				25
Mixing of ADC			20		50			19
Handicrafts			10					3
Reduces winter isolation			10					3
Independence/feeling of pride/peace of mind		100	10		38			16
Easier to be trans-ported w/wheelchair				25				3
Hospital for therapy					13			3
17. Sex:								
Blank								
Male	67	10	25	12	37	27	38	25
Female	33	90	75	88	63	73	62	75

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
18. Age								
Blank								
0-19						2		1
20-44			22	3	5	5		8
45-54			5	3			6	2
55-64	11		17	3	5	12	31	11
65-74	22	17	30	15	16	27	31	23
75+	67	83	27	76	74	54	31	55
19. Occupation								
Blank								
Working		7	32			3	33	13
Unemployed				4	5	5		2
Retired	100	90	63	96	95	70	67	68
Homemaker		18	11		11	33	7	14
Student						3		.5
20. Do you live:								
Blank								
Alone	29	98	55	84	37	49	100	65
One other person	71	2	28	16	47	35		25

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
20. Do you live: (cont'd)								
2,3,4 other people			10		5	11		5
With over 5 other people			6		11	5		4
21. Income								
Blank								
<8000		41	58	38	17	55	75	49
8000- 12000	71	47	26	44	41	29	6	32
12000 - 18000	14		9	6	25	13	19	11
18000 - 25000		12	4	6	8	3		5
25000 - 35000	14		2	6				2
35000+					8			1
22. Do you use any of the following aids to help you get around?								
Don't need aid	83	56	58	33	26	52	62	50
Cane		33	30	33	32	26	8	28
Walker	17	7	5	19	21	16	15	12
Wheelchair	67	7	15	30	58	26	23	25
23. Do you have any of the following impairments								
Blank								
Hearing	71	26	20	21	26	19	19	25
Visual	43	20	26	34	53	33	31	33

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
23. Impairments (cont)								
Physical handicap	57	12	35	38	53	33	31	35
Forgetfulness	43	18	19	21	37	25	31	25
None		21	33	31	5	19		22
Other		3	5	3		6	13	6
24. Compliments								
Blank	6	15	42	22	12	25	12	134
Helpful/courteous driver	1	7	7	3	1	3	2	24
Excellent/necessary service		1	1	6	1	5	2	16
Need for ADC					1			1
Always available service				1		1		2
Comfortable ride	1							1
Convenient hours			1					1
Good in emergency situations			1					1
Would use van even if fare increased							1	1
Meets user needs	1	2	1					4
Great service in winter		1						1
Feel great about myself		2		1				3
Concerns:								
Not a dependable driver not always available	33				14	12		5

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
24. Concerns (cont'd)								
Steps not same height/unsuitable		7			14			3
Poor safety straps					29			3
Seats too narrow					29			3
Rough ride		7						1
Van too noisy				14		18		6
Too expensive						6		1
Driver too "nosy" with personal business						6		1
Long distance trips too expensive						6		1
Advance booking a problem						6		1
Suggestions:								
Need to increase demand	1					1		2
More hand bars					1			1
More "user-meetings"					1			1
More wheelchair assistance					1			1
Enlarge van					1			1
Need central pick up spot				1				1
Pay by distance travelled				1				1
Increase hours after 6:00			4	2		1		7
Need Sunday service				1	2			3

USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
24. Suggestion (cont'd)								
Need for out of town trips			2					2
Should pay extra for van waiting			1					1
Should pay driver for overtime			3					3
Extend catchment area			1					1

APPENDIX E

POTENTIAL USER SURVEY RESPONSES

APPENDIX E
POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
NO. OF RESPONSES	35	83	3	18	17	13	24	193
1. How many times per month do you go to?								
Medical Appointments	4	3	1	6	9	3	5	4
School		.3			.2			.2
Work	7	6			15	1		5
Adult Day Care	1	.5			.9	1	2	.8
Shopping or Personal Business	34	.5	29	39	29	37	39	31
Church or Religious Activities	15	28	8	17	12	13	18	12
Visiting Friends or Relatives	16	10	43	21	20	13	22	17
Recreation or Social Group	21	36	18	16	9	19	9	27
Congregate Meals	2	2		2	5	12	3	3
Blank								100
2. What is your present means of transportation? (Check as many as may apply).								
Blank								
I drive myself	32	88	33	5	65	69	30	63
My spouse drives me	21	36		28	29	8	21	28
A relative drives me	24	8	67	28	18	23	58	22
A neighbour or friend drives me	15	4	33	11	29	31	29	14
I take a taxi	3					8		1
I take an amublance		1		6	6	8		2
I walk	44	46		56	41	69	58	48

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
2. cont'd I use a wheelchair	3			11	24		4	4
Unable to get around	3							1
Other	3	5			6		4	3
3. Is there a handivan service available in your community?								
Blank								
Yes	100	99	100	100	94	100	100	99
No								
Not aware of		1			6			1
4. How would you describe people who can use the handivan?								
Blank								
Can afford						17		1
Difficulty walking	38	14		42	23	33	21	22
Elderly	23	53		17	31	33	21	38
Physically Disabled	23	52		50	69	33	21	45
Without transportation	31	38	100	58	8	33	14	33
Fortunate							21	3
Use a wheelchair	15	19		8			29	15
Mentally retarded	15						14	3
Without cars		10			8		7	7

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
4. cont'd								
Cannot drive	8	28		25	8		14	20
In ill health		5			8		36	8
In emergencies		2						1
Live far from town		3						2
ADC clients	8				15			3
Poor		2						1
5. Are you eligible to use the handivan?								
Blank								
Yes	75	90	100	75	38	55	87	79
No	21	7		6	43	36	4	14
Unsure	4	3		19	19	9	9	7
6. Do you feel you should be eligible to use the handivan?								
Blank								
No	24	23		27	64	56	19	29
Yes	76	77	100	73	36	44	81	71
Eligible: Poor vision						11		1
Elderly	10	17	50	45		11	31	18
Can't drive		7				11	13	5

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
6. Eligible: cont'd								
Can't walk far	14	5	50		7	11	25	10
Ill health	24	2	50	9	7			7
Anyone		3						2
Winter driving		7			7			4
Support handivan					7			1
Without transportation	14	2		27				5
Emergency		3						2
Physically handicapped				9	7			2
6. Not eligible:								
Not handicapped							19	2
Drive myself	10			9	7			6
7. Would it be easier for you to get around with handivan?								
Blank								
Yes	46	16	33	42	22	50	50	31
No	46	70	67	58	71	50	28	57
Unsure	8	14					22	12
8. What activities would it be easier to get to with the handivan?								
Sports/recreation (group outings, concerts, plays, picnics)	14	20	50	33	67	25	27	28

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
8. cont'd								
Medical appointments/ therapy	57	70		17	67		45	46
Church		40		17	17	25	55	28
Shopping	57	30		33	33	25	73	43
School					17			2
Business meetings					17			2
ADC					17			2
Work					17			2
Out of town events	29			33			27	15
Visiting	29	10					45	17
Personal business (hairdresser, coffee, w/friends, post office)	29	50	50			25		17
Senior centre	43	60					9	24
9. Have you ever had any problems in trying to use handivan service.								
Blank								
Never tried to use service	67	58	100	44	63	42	71	59
Prefer present means of transport	29	62		31	31	25	33	44
Had trouble with busy phone line	8	1						2
Couldn't get trip at desired time	13	3			25	17		7
I was refused a ride					6			1

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
9. cont'd								
Handivan was late						8		1
Handivan didn't arrive	4							1
Hours of operation not suitable	8			6	31	8		6
Driver needs training with elderly and disabled					6			1
Handivan uncomfortable	4				6			1
Handivan couldn't take me as far as I wanted	4				6			1
No problems	8	11		44	6	25	29	17
Others								
10. If problems you have checked in question 9 were corrected would you begin to use the handivan services?								
Yes	17	21	100	33	30	33	50	26
No	83	79		67	70	67	50	74
Why: (% of those who said no = 52)								
Van never available					14			2
Drive myself	20	62		100	57	50		54
Too expensive						25		2
Prefer present	50	19						19
No need		4				25	100	6
Like to walk				25				2
Not a senior					14			2

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
11. Are the fares charged for the handivan a major reason why you do not need the handivan.								
Blank								
Yes	39	3				22	5	9
No	44	88	100	86	71	78	78	79
Unaware of fares	17	9		14	29		17	13
12. Are you:								
Blank								
Male	32	56	33	41	41	91	38	48
Female	68	44	67	59	59	9	63	52
13. What age group do you belong to?								
Blank								
0-19								
20-44		1			12			2
45-54		1						1
55-64	6	19			18	8		11
65-74	29	39	33	35	35	38	42	37
75 and over	65	40	67	65	35	54	58	50
14. Occupation								
Blank								

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
14. cont'd								
Working		8			13			4
Unemployed or seeking work		1			6			1
Retired	94	73	100	94	75	100	96	84
Homemaker	6	28		19	35	8	8	19
Student								
15. What type of residence do you live in?								
Single family home or farm	35	94	67	53	88	46	88	75
Apartment		2	33	12		23		4
Elderly persons housing (Seniors residence)	65			35	12	23	4	18
Personal care home						8	4	1
Group home		2						1
Other		1					4	1
16. Do you live:								
Alone	52	19	100	30	35	46	54	34
With one other person	48	72		70	59	54	46	61
With 2,3, or 4 other people		10			6			5
With over 5 other people								

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
17. Which of the following best estimates your total family income?								
Less than $8,000	36	12	100	8	8	40	29	21
$8,000 - $12,000	40	21		38		20	29	24
$12,000 - $18,000	20	24		38	46	20	35	27
$18,000 - $25,000	4	16		8	23	8	6	11
$25,000 - $35,000		23			8			11
Over $35,000		4		8	15	8		5
18. Do you use any of the following aids to help you get about?								
I don't need an aid	59	96	33	69	63	88	72	79
I use a cane	41	4	67	31	13	25	28	19
I use a walker	4	1		6	19	13		4
I use a wheelchair	7			13	25		5	6
19. Do you have any of the following:								
Hearing impairment	33	16	50	33	13	88	18	25
Visual impairment	14	12	50	7	6	13	23	13
Physical handicap	10	3		13	31		14	10
Forgetfulness	29	10		13	6	25	23	15
None of the above	29	66		29	50	13	41	46
Other	14	9	50	13			14	10

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
20. Suggestions								
Should not be government funded								1
Need for paid/full time driver		8			33		20	8
Needs more promotion		5						3
Needs more drivers	7							1
Should not have to pay for van waiting	7							1
Need for Sunday hours				25				3
Need for group votes				13				1
Should be more available for medical					22			3
Need extended hours					11			1
Rest stops	7							1
Complaints:								
Blank								
Handivan only for rich people						33		1
Fares too high	36					67		9
Difficult to arrange for van	14							3
Van late sometimes	7							1
Problems recruiting volunteers					22			3
Drivers not always available					11			1

POTENTIAL USER SURVEY
Except for the Number of Responses all Figures are Expressed in Percent

	BEAUS-EJOUR	BOISSE-VAIN	GIMLI	NEEP-AWA	SOURIS	WINK-LER	WINNIPEG-OSIS	TOTAL
20. Compliments:								
Excellent service	29	55				33		37
Meets needs		13		25	33		60	14
Necessary service/need to be continued		18			22			11
Courteous driver		25						13
Always available		3						1
Freedom from institution		3						1
Reasonable price		5						3
Handy in winter		5						3
Great asset to seniors		18						9
Relieves dependence on family/friends				25				3
21. Will you use the handivan in future? NOTE this information was volunteered and was not asked as a question:								
Blank	77	69	100	78	65	77	75	73
Yes	23	31		22	35	23	25	27